

# Collaborative Environment Support

**We go above and beyond traditional maintenance to give you complete peace of mind**

Shared storage is great for efficiency and collaboration, but getting the right support when it breaks down can be a challenge, as you have to coordinate with each manufacturer who contributed to your setup separately. With our collaborative environment support, you'll get on-demand maintenance and repairs for your whole system from our certified engineers, so all your support comes from one trusted source. And if anything does need escalating to the manufacturer, we'll take care of that on your behalf.

All of our contracts are completely customisable, and cover can even be extended to asset management and ingest or playout systems. Here's how to build your support package...

## Our standard package includes:

- Annual system health check with site visit if required.
- Discounted pay as you go engineering time.
- Maximum four hour response time.
- Unlimited phone and email support, with a dedicated team member assigned to each case.
- Remote troubleshooting and issue resolution.
- Escalation to third tier Jigsaw24 support engineers or to manufacturers when required (we'll manage these cases on your behalf).
- Managed replacement of faulty goods when required.

### Why choose Jigsaw24 support?

We've been working in production and post for over 25 years and have been under the hood at some of the country's top facilities. We're a dab hand at it too, with accreditations from Apple, HP, Cisco, Avid (our tech team alone includes ten Avid Certified Support Representatives) and more. We can support a wide range of systems to a high standard, and can offer platform-agnostic advice about your environment. Plus, it's just easier to get your equipment and support from the same place, as we'll already understand your system.



## For any of these storage platforms:

Avid, DDP, Rohde & Schwarz, EditShare, Quantum, OpenDrives, ObjectMatrix, QNAP, Synology and G-Technology.

**And switches from** Dell, Netgear, Cisco, Brocade and Mellanox.

## Then you can add any of these extras...

- Cover for extra manufacturers not listed.
- Cover for systems not supplied by Jigsaw24.
- Pre-paid engineering time for site visits.
- Guaranteed hardware advance replacement.
- Same day emergency spares (for certain geographical areas and products).
- Out of hours services (business hours are 8.30am to 6pm, Mon-Fri).

### The small print

This doesn't replace a manufacturer's maintenance contract, and any system components must be covered by a manufacturer's agreement if available. All loan items are subject to availability.

# JIGSAW24

Want to know more? Call your account manager, or get hold of the team on...

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