Resolve Advanced Support

Complete peace of mind for your colourist for £1500 per system per year

Your finishing suites are the heart of your facility, the place where you encounter your clients and least forgiving deadlines. In order to deliver the standard of service your clients expect, you need to make sure your grading systems are always online, and your team has guaranteed access to specialist support. That's why we've developed Resolve Advanced Support.

Any system that meets one or more of the below criteria is eligible for cover:

- Linux-based.
- Uses multiple GPUs.
- Uses Resolve Advanced panels.
- Part of an IMF or DCP workflow.
- Part of a larger collaborative grading environment.

Our standard cover is £1500 per system per year, but you can customise your cover to suit your needs. Here's how to build your own support package...

Our standard package includes:

- Annual system audit, with ongoing advice about updates and recommendations.
- Unlimited phone and email support, with two hour response time.
- Dedicated member of staff assigned to each case.
- Remote troubleshooting and issue resolution.
- Escalation to third tier Jigsaw24 support engineers when required.
- Managed escalation to manufacturers when required.
- Managed return of faulty goods when required.
- Discounted pay as you go engineering time.
- Support for the hardware integration of your system peripherals.
- Access to Jigsaw24 emergency hire pool at preferential rates.
- Discounted rental rates on Resolve Advanced panels.

Then you can add any of these extras...

- Pre-paid engineering time for site visits (minimum 10 hours).
- Out of hours services (standard business hours are 8.30am to 6pm, Mon-Fri).
- Cover for systems not purchased from us.
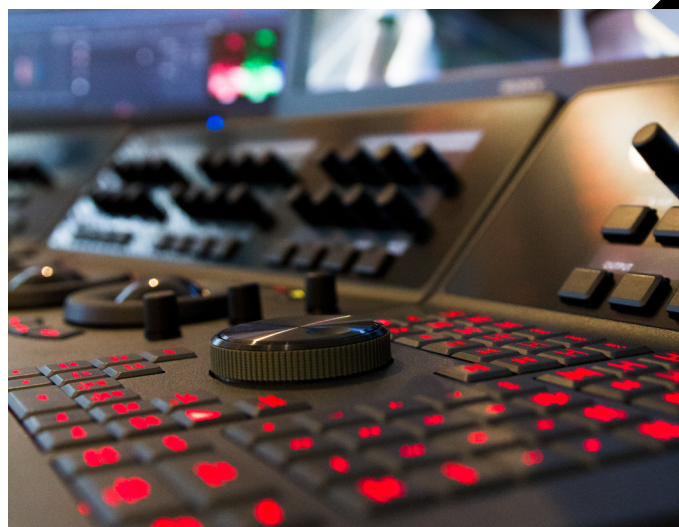
Why choose Jigsaw24 support?

We are a Blackmagic Design Resolve Advanced Reseller, and our team are the most experienced in the country when it comes to handling advanced Resolve setups, particularly if you're on Linux. For over 25 years, we've been working under the hood at some of the country's top facilities and can handle any workflow, no matter how complex – get in touch to put us to the test!

Where else can we help?

Collaborative Environment Support We can take care of a range of storage and switches, so you can be sure you're getting the most out of your shared storage, and can get instant help if something goes wrong.

Creative Workstation Support Get the same high level of support for your edit suite with our Creative Workstation Support. Our engineers will cover your workstation, operating system and software, so whatever the issue is, you're closer to a resolution from your first call.

The small print

Rental and loan stock is dished out on a first come, first served basis, subject to availability.

JIGSAW24

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

Call: 03332 409 210   **Email:** broadcast@Jigsaw24.com   **Visit:** Jigsaw24.com/media-support