

# Creative Workstation Support

All your creative applications covered and workflow worries sorted, for just £250 per year.

When your workstation is down and deadlines are looming, the last thing you have time for is coordinating tech support efforts from multiple different manufacturers. 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.

Our standard cover is just £250 per workstation 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:

- Unlimited phone and email support.
- Discounted pay as you go engineering time.
- Maximum four working hours response time, (normal response is well within two hours).
- 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.

## For any of these applications...

Avid Media Composer, Blackmagic Design DaVinci Resolve (not Advanced systems), Adobe Creative Cloud, Apple Final Cut Pro X, Avid Pro Tools, Apple Logic, Ableton Live, Cubase.

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

- Cover for other applications.
- Cover for workstations not supplied by us.
- Pre-paid engineering hours.
- Advance hardware replacement and/or loans.
- 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.



## 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, so our engineers are experienced at handling creative workflows of every kind. They're a dab hand at it too, with accreditations from Adobe, Blackmagic Design, Apple and Avid (our tech team alone includes ten Avid Certified Support Representatives). Wherever you are and whatever you need, we've got someone who can get the job done.

## 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.

**Resolve Advanced Support** As the most experienced Resolve for Linux provider in the UK, we're your best bet when it comes to maintaining and supporting your Resolve Advanced system, including panels.

# JIGSAW24

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

Call: 03332 409 210 Email: [broadcast@Jigsaw24.com](mailto:broadcast@Jigsaw24.com) Visit: [Jigsaw24.com/media-support](https://Jigsaw24.com/media-support)