

# Support for Avid environments



Avid Elite Reseller

**Our comprehensive support options start from just £250 per year**

Avid is the heart of many creative workflows, and if you've purchased any Avid hardware or software with maintenance from us, we'll provide your first line support as standard. If you'd like a little more peace of mind when it comes to your Avid setup, we can provide dedicated support that goes above and beyond your standard coverage. We've been working with Avid for over 25 years and have ex-Avid employees on staff, so we can provide you with the best possible support.

Signing up to our support contract guarantees you faster response times, escalation to the highest tier of support, and cover for your entire system rather than individual licenses or pieces of hardware.

Our workstation support covers your entire workstation and software, even the bits that aren't Avid. We can even provide support for your shared storage, including ingest and playout systems. Our support contracts are completely customisable, so you can make sure you're getting the cover you need, without paying for anything you don't.



*Often vendors will make us jump through every hoop, asking if we've tried turning it off and on again. When we call Jigsaw24, it feels like we skip four support tiers and get straight to the issue.*



**Brian Leonard, Head of Engineering for Production and Workflows, IMG Studios**



## 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](http://Jigsaw24.com/media-support)

# How they stack up

Need support for a creative workstation or collaborative environment?  
Here's how we compare to the Avid Advantage scheme...

Avid Advantage support (direct from Avid)	Avid Advantage support (with Jigsaw24)	Jigsaw24 Creative Workstation Support (From £250 per workstation per year)
24 hour response time	4 hour response time	2 hour response time
Unlimited phone and email support	Unlimited phone and email support	Unlimited phone and email support
X	First line support from Jigsaw24's Tier 1 engineers	Access to all three tiers of Jigsaw24 support engineers
X	Cases with Avid CS managed on your behalf	Cases with Avid CS and other manufacturers managed on your behalf
Escalation as needed (with Avid CS)	Priority escalation	Priority escalation
X	Remote troubleshooting	Remote troubleshooting
X	Priority queuing	Priority queuing
X	X	Dedicated point of contact
X	X	Managed returns for faulty workstation hardware
X	X	Reduced rates for onsite engineers, and the option to pre-pay for engineering hours

Avid ExpertPlus (direct from Avid)	Avid ExpertPlus (with Jigsaw24)	Jigsaw24 Collaborative Environment Support
4 hour response time	4 hour response time	1 hour response time
Unlimited phone and email support	Unlimited phone and email support	Unlimited phone and email support
X	First line support from Jigsaw24's Tier 1 engineers	Access to all three tiers of Jigsaw24 support engineers
X	Cases with Avid Customer Service managed on your behalf	Cases with Avid and other manufacturers managed on your behalf
Priority queuing with Avid Customer Service	Priority queuing	Priority queuing
Priority escalation with Avid Customer Service	Priority escalation	Priority escalation
Two day turnaround on loan hardware (paid extra)	Managed hardware returns and the option to pay for hardware loans	Managed hardware returns and access to the Jigsaw24 loan pool
X	Remote troubleshooting	Remote troubleshooting
X	X	Dedicated point of contact as standard
X	X	Reduced rates for onsite engineers, and the option to pre-pay for engineering hours
X	X	Annual system health check as standard

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