

Platinum Support

SeaChange Delivers a True Partnership Experience
With Platinum 24x7 Support

Your business is our business. We realize that your organization cannot afford any downtime. Any downtime impacts your bottom line and more importantly customer satisfaction. Through our Platinum Support Program, we become a true partner. SeaChange associates develop key relationships with members of your team and obtain an in-depth understanding of your infrastructure and your overall business. As a result, we work quickly and effectively to resolve problems as they occur.

Platinum Support helps you protect your investment and brings you peace of mind by offering immediate access to your Services Account Manager. Your Services Account Manager is ultimately responsible for supporting all aspects of your Video on Demand systems and software in both consulting and troubleshooting roles. When a problem does arise, we are committed to being by your side to resolve any issues as quickly as possible.



QuickSpec

As part of the Platinum Support Offering, you will have access to the following resources:

- > **Services Account Manager (SAM)** – Your point of contact delivering superior dedicated SeaChange service. Your SAM manages your customer services activities and provides day-to-day management of support activities specific to your unique business needs.
- > **Technical Account Representative (TAR)** – Remote technical account management for your SeaChange investment. Your TAR remote support professional is located at SeaChange's Hotline Support Center. He/she is designated as your primary point of contact for escalations. Your TAR develops an in depth understanding of your SeaChange infrastructure and business needs to deliver personalized support.
- > **Service Desk Express** – Web portal that provides a single point of entry for proactive information to prevent problems. It's also an easy interface for managing and tracking operational problems.

Platinum System Support Program Overview

SERVICES ACCOUNT MANAGER (SAM)

Single point of contact within the support organization manages your day to day support activities to ensure your service level requirements are met.

Benefits

- Assists in strategic planning based on your specific business requirements
- Advises of newly discovered problems and how to avoid them
- Facilitates and coordinates in addressing complex client technical issues
- Manages escalations so important issues receive immediate attention

Strategic Guidance

- Provides guidance on future direction of SeaChange software and hardware
- Articulates the benefits that new technologies or product features may bring to the client's business

Communications

- Conducts regular communication with client's IT technical and management teams
- Helps organize regular quarterly reviews and planning

Reporting

- Provides regular reports on products coming out of warranty or requiring a maintenance contract
- Provides reports summarizing weekly and monthly service activities
- Provides reports including root cause analysis upon request
- Provides regular reports on open support issues under investigation

Contact Technical Support

Phone: 978-897-7300

Email: techsupport@schange.com

TECHNICAL ACCOUNT REPRESENTATIVE (TAR)

Technician assigned to a client and skilled in a specific product area.

Technical Guidance and Skill Sharing

- Shares product knowledge expertise
- Provides technical information and recommends best practices to enhance quality and efficiency

Remote Technical Assistance

- Applies knowledge of client environment to assist SeaChange support teams in problem resolution
- Advises on documented fixes and workarounds applicable to client's environment

Technical Reporting

- Reviews open support issues
- Delivers technical advice
- Delivers proactive maintenance support news when available

EMERGENCY ONSITE ASSISTANCE

- In the event of a business critical (severity 1) issue, efforts are made to deploy a SeaChange engineer to the client's site within 24 hours

PRIORITY CASE HANDLING

- Identifies problems as belonging to premium client
- Services Account Manager and Technical Account Representative receive notification when new issues are opened

KNOWLEDGE SHARING ACTIVITIES

- Invitation to briefings and technical conference calls delivered by SeaChange subject matter experts
- Access to web-based portal for issue tracking
- Tech Bulletin subscription

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