

SeaChange® Technical Support



define
your television
experience.

When you invest in SeaChange software and server technology to enhance your television operation, we understand what's at stake: your programming, your advertising revenues, your viewers, your credibility and your profitability.

Whether you're a national broadcaster or a regional cable operator, not only do you require software and hardware solutions you can rely on 24x7, you need an organization with the experience, technical knowledge, support systems and worldwide presence to keep those solutions running as expected. SeaChange is that service organization. We offer an international team of account managers, engineers, technicians and service and support forces in six countries to help with everything from bug fixes to troubleshooting.

ANSWERS ON DEMAND

Your television operation doesn't adhere to standard business hours. Neither does SeaChange. Customers under warranty or service contract can call and get answers using the SeaChange Technical Support Hotline — any time of day or night.

Whenever you have an issue or a question, pick up the phone and you'll speak to knowledgeable SeaChange technicians who are ready to help, live, 24x7. Answers are never far away, and the majority of requests are resolved within minutes.

USE THE TECHNICAL SUPPORT HOTLINE FOR:

- > Technical or operational inquiries
- > System diagnosis and repair
- > Rapid parts replacement

REMOTE DIAGNOSTIC SERVICES

SeaChange offers remote monitoring capabilities that enable us to assist you in troubleshooting, reconfiguring, or making operational improvements to your SeaChange systems. All over the phone, without the need to schedule a site visit, giving you the power to make changes when you need to.

PLATINUM SUPPORT

Enrolling in SeaChange's Platinum Support offering takes our mutual partnership to new heights. You'll have resources assigned specifically to your account to streamline problem resolution. In addition, you'll be granted access to SeaChange's Service Desk Express web portal where you can find information to proactively prevent problems, as well as manage and track your own call tickets.

SEACHANGE CONTRACT MAINTENANCE

The powerful way to protect your investment.

SeaChange Contract Maintenance protects the life and performance of your SeaChange hardware and software, ensuring smooth operation and enabling your television facility to remain current with advances in software.

SEACHANGE CONTRACT MAINTENANCE DELIVERS:

- > 24x7 telephone hotline support via Technical Help Desk
- > Remote diagnostics to identify and resolve hardware and software issues electronically
- > Response within minutes from the time of your call
- > Automatic escalation of urgent issues
- > Software fixes and service packs
- > Replacement parts that ship within 24 hours
- > Access to SeaChange service organizations located in six countries worldwide

SOFTWARE UPGRADE PROGRAM

Enrollment in the SeaChange Software Upgrade Program (SUP) provides an additional way to leverage your investment. The SUP goes beyond simple bug fixes to provide new versions of software products as they are released. To learn more, contact your local sales representative or visit www.schange.com.

OUR MISSION IS TO:

- > Keep your equipment running reliably
- > Hear and answer your questions
- > Keep you apprised of known issues
- > Furnish you with software fixes and service packs
- > Transfer knowledge and expertise to your specialists
- > Help you realize your television technology vision

HOW MAY WE BE OF SERVICE?

For more information on SeaChange service offerings:

Call: 978-897-7300

Email: techsupport@schange.com

Or visit www.schange.com

ABOUT SEACHANGE

SeaChange International is a leading provider of software applications, services and integrated solutions that deliver a high-quality television experience across TVs, PCs and mobile devices. By partnering with leading cable and telco companies, SeaChange enables in-home and mobile entertainment, as well as advanced advertising solutions, allowing broadband operators to differentiate their offerings and create strong customer loyalty.

Visit www.schange.com today.



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