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# enhanced cover with specialist Service & Support

Give extra peace of mind with  
PrimeSupport Plus on the Sony  
**MVS** product range.



# Service & Support

Give extra peace of mind with PrimeSupport Plus on the Sony MVS product range.

Sony Service & Support is pleased to announce the launch of optional services which offer enhanced cover for the MVS Switchers series.

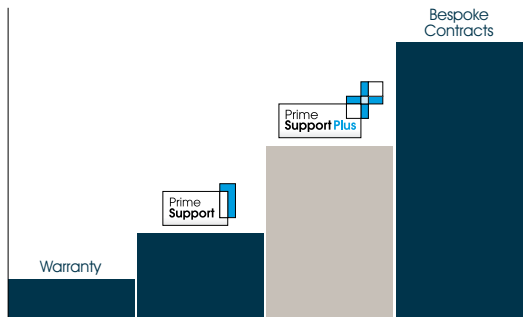
When purchasing any Professional product from Sony you can be confident that it will provide many years of top performance within your business.

If however, in the unfortunate event that something does go wrong, it is re-assuring to know that we in 'Service & Support' at Sony, stands there, in partnership with our dealers, ready and waiting to help.

For some commercial situations, the inclusion of Prime Support with the hardware product, providing multilingual 'Help desk' Support and 'Managed logistics & repair' for two years from the point of purchase, is sufficiently ahead of the Standard Warranty of 'best endeavours' to meet all your support needs.

However, for the 'mission critical' pieces of equipment that form an integral part of your daily business, we in 'Service & Support' are proud to offer you a level of backing in PrimeSupport Plus, tailored through a selection of options in this leaflet, to perfectly meet your twin requirements of both that 'extra peace of mind' and, more importantly, ensuring you get your product up and running and optimised as soon as possible.

**PrimeSupport Plus**  
Enhanced Standard  
Contracts for MVS  
Switcher Systems



# Installation & Initial Set up

## Customer Need

The customer has either limited internal technical resources, or just capacity issues when their new switcher has been delivered, but wants their new assets configured and set up as soon as possible.

## How Sony Can Help

Sony is able to offer a 1 Day visit from a Sony MVS Specialist engineer, who will come to site and undertake the initial on site Switcher set up and introduction into the customers working environment.

## What's Included, Features

**Agreements:** 1 day site visit covering 1 switcher, includes travel costs.

**Hours of Cover:** 09:00 – 18:00 Monday – Friday (CET), excludes local holidays.

**Resolution:** Site visit by a Sony MVS specialist engineer.

**Process:** Sony will contact customer to arrange a mutually convenient time.

## Next Steps

Add to your order for a **single** switcher:

Product Code

**PS.INSTALLATIONMVS**

For more information, or to answer any questions, please contact Contract Design @: [PSEContractDesign@eu.sony.com](mailto:PSEContractDesign@eu.sony.com)

# Technical Support

## Customer Need

The customer has a need to reach the highest level of technical expertise in Sony, with a guaranteed call back on their MVS switcher during the working week with extended hours.

## How Sony Can Help

Customer gets exclusive access to a pool of dedicated Sony MVS specialist engineers who are experts in their field, who will call the customer back within 60 minutes from the time of the original call.

They will work with the customer remotely to find a solution or work around to their problem.

## What's Included, Features

**Agreements:** 3 year or 5 year covering 1 switcher.

**Hours of Cover:** 09:00 – 21:00 Monday – Friday (CET), excludes local holidays.

**Call back:** Within 60 minutes.

**Resolution:** Solution made available for future troubleshooting.

**Process:** All calls/incidents logged and traced against the customer's unique contract identification.

## Next Steps

Add to your order for a **single** switcher:

Duration	3 years	5 years
Code	PS.TECHSUPPTMVS3	PS.TECHSUPPTMVS5

For more information, or to answer any questions, please contact Contract Design @: [PSEContractDesign@eu.sony.com](mailto:PSEContractDesign@eu.sony.com)

# Extended Technical Support

## Customer Need

The customer has a need to reach the highest level of technical expertise in Sony with a guaranteed call back for their MVS switcher **365 days** of the year with extended hours.

## How Sony Can Help

Customer gets exclusive access every day of the year to a pool of dedicated Sony MVS specialist engineers who are experts in their field, who will call the customer back within 60 minutes from the time of the original call.

They will work with the customer remotely to find a solution or work around to their problem.

## What's Included, Features

**Agreements:** 3 year or 5 year covering 1 switcher.

**Hours of Cover:** 09:00 – 21:00  
Monday – Sunday (CET).

**Call back:** Within 60 minutes.

**Resolution:** Solution made available for future troubleshooting.

**Process:** All calls/incidents logged and traced against the customer's unique contract identification.

## Next Steps

Add to your order for a **single** switcher:

Duration	3 years	5 years
Code	PS.EXTECHSUPPTMVS3	PS.EXTECHSUPPTMVS5



# Software & Preventative Maintenance

## Customer Need

The customer wants to keep their switchers up to the latest software specification ensuring maximum functionality whilst keeping them maintained in prime working order.

For more information, or to answer any questions, please contact Contract Design @: [PSEContractDesign@eu.sony.com](mailto:PSEContractDesign@eu.sony.com)

## How Sony Can Help

On an annual basis a Sony MVS specialist engineer will come to site and undertake the following:

Check the customer's software, and install the latest updates or upgrades required to ensure that the customer is running on the latest version. (Firmware, FPGAs & PLDs).

Perform preventative maintenance on the hardware, including cleaning of filters and fans (parts not included).

## What's Included, Features

**Agreements:** 1 day per year for 3 or 5 years covering up to 2 switchers at the same location, includes travel costs.

**Hours of Cover:** 09:00 – 18:00 Monday – Friday (CET), excludes local holidays.

**Resolution:** Site visit by a Sony MVS specialist engineer.

**Process:** On an annual basis Sony will contact customer to arrange mutually convenient time.

## Next Steps

Add to your order to cover up to **2 switchers**:

Duration	3 years	5 years
Code	PS.SWPREVENTMAMV3	PS.SWPREVENTMAMV5

## Customer Need

The customer needs the critical part for their MVS switchers delivered as quickly as possible to reduce the 'down time' and has a known cost of ownership for the duration of the contract.

## How Sony Can Help

A Sony MVS specialist engineer will take the call and will perform remote triage to decide what parts are required and will arrange the shipping and collection.

The customer has exclusive access to the critical parts that keep the equipment fully operational.

The parts are shipped Next Business Day\* (on site labour not included).

## What's Included, Features

**Agreements:** 3 year or 5 year covering the cost and delivery of the required parts for 1 switcher.

**Hours of Cover for Parts:** Standard operating hours are 09:00 – 17.30 CET Monday to Friday (except for Christmas Day and New Year's Day).

**Call Back:** Within 60 minutes.

**Resolution:** Parts shipped Next Business Day for calls received before 3pm CET\*.

**Process:** Customer calls Technical Support for assistance.

**Conditions:** \*Available in the EU, Norway and Switzerland on a Next Business day parts shipment. For all countries outside of these, parts shipment will be within 5 working days.

Can only be purchased with one of the Technical Support options.

## Next Steps

Add to your order for a **single** switcher:

Duration	3 years	5 years
Code	PS.EXPRESSPARTMVS3	PS.EXPRESSPARTMVS5



