



Sherpa Support Contracts

Enter ▀

(SHERPA)

Overview

Escape Technology offers a series of support plans to cover a wide range of scenarios. We operate as a technology partner – not just a help desk.

With our team of experienced senior engineers we're able to assist not only with day-to-day support services, but also give consultancy and strategic advice in order to improve workflows and prevent technical issues from ever occurring.

Whether you're a large VFX post-production house or a four person photo retouch studio, you need to make sure your systems are up and running all the time. And when there's a problem you need to ensure it's fixed with minimal interference to your workflow.

Our solutions are tailored to your needs, catering for the different lifecycle stages of your business. All contracts are quarterly based, allowing you to utilise the different levels of support as you require. Big project coming up? Take Platinum for three months. Have a quiet period? Drop down to Bronze.

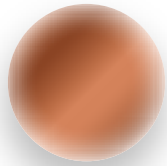
Want to know more? Contact our technical or sales teams to find out what we can offer. Or book a free site visit.

support@escapetechnology.com

sales@escapetechnology.com

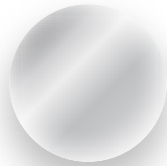
0207 734 8809

Levels



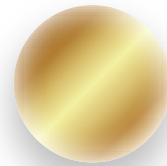
Bronze

£1,950 per quarter
Up to 10 hours per month



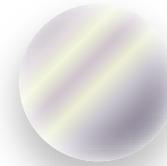
Silver

£3,150 per quarter*
Up to 20 hours per month.



Gold

£5,250 per quarter*
Up to 40 hours per month.



Platinum

£7,500 per quarter*
Up to 60 hours per month.



Flame

£1,500 per system
Billed annually. Please call for pricing above one system

■ All packages include

Telephone support
Remote dial-in diagnosis/support
Software installation/license installation

■ Target response times

High impact fault: within 2 working hours
Medium impact fault: within 4 working hours
Low impact fault: within 8 working hours

Working hours 9am to 6pm Monday - Friday
(excluding bank holidays)

What's Covered

■ Infrastructure support services

Major networking support (VLAN, LACP, Trunks)
Complex system support (GPFS, VM)
Server configuration support (AD, LDAP, DNS, DHCP, Hyper-V)
Finishing suites support (Flame, Resolve, Baselight, NukeS)
Standardising of installations (Imaging/deployment)
Major storage systems support (Isilon, BlueArc, Pixit)
Linux workstations support (Red Hat, Centos)
Teradici hardware and software support

■ Software support for VFX packages

Adobe: Creative Cloud Subscription Manager, Photoshop, Illustrator, After Effects, Premiere Pro

Autodesk: 3ds Max, Maya, MotionBuilder, Mudbox, Softimage, Backburner, Shotgun, RV, Arnold

Foundry: Nuke, Modo

Others: RealFlow, PDPlayer, Deadline, RenderMan, Cinema 4D, Houdini

■ Rendering software

Arnold, Corona, Maxwell, Mental Ray, Octane, Redshift, V-Ray

■ Render management software

Deadline, Tractor, Alfred, Qube!, Royal Render, Rush, Smedge, Backburner, Renderpal, GridEngine

■ Configuring software

Installation of software (locally or centrally)
Configuration of environment variables after consultation

■ Licence installation and troubleshooting

FlexLM, Autodesk, Thinkbox, RLM, Foundry, Solidangle, Peregrine Labs, Next Limit, Maxon



Additional Services

Pricing after consultation.

■ TPN Accreditation Support/Guidance (Digital Security)

The application is made from a company employee after which, an Escape Technology network specialist would evaluate the current status and work through each of the digital security questions until accreditation is obtained. Where investment is required, the customer will be advised on best solutions.

■ Full Network/System Design

Escape Technology has high-level networking engineers who can design and implement the most efficient and cost effective solutions for VFX/post production/architectural businesses. The service includes full design, documentation, diagrams, BOM, SOW, full testing, and QC.

■ Remote Working set up

Our engineers are experts in setting up artists working from home. We have set up entire facilities to be able to work as if they are in the studio, all using central storage, license server, plug-ins, and working collaboratively.





(UK) London

Cromwell House
14 Fulwood Place
London
WC1V 6HZ

support@escape-technology.com
sales@escape-technology.com
+44 (0)207 734 8809

(UK) High Wycombe

Trenchard House
Wellington Road
Cressex Business Park
High Wycombe
HP12 3PS

support@escape-technology.com
sales@escape-technology.com

(UK) Munich

Kapellenstrasse 11
85622 Feldkirchen/
Muenchen
Germany

sales@escape-technology.de
+49 (0)89 1241484 20

