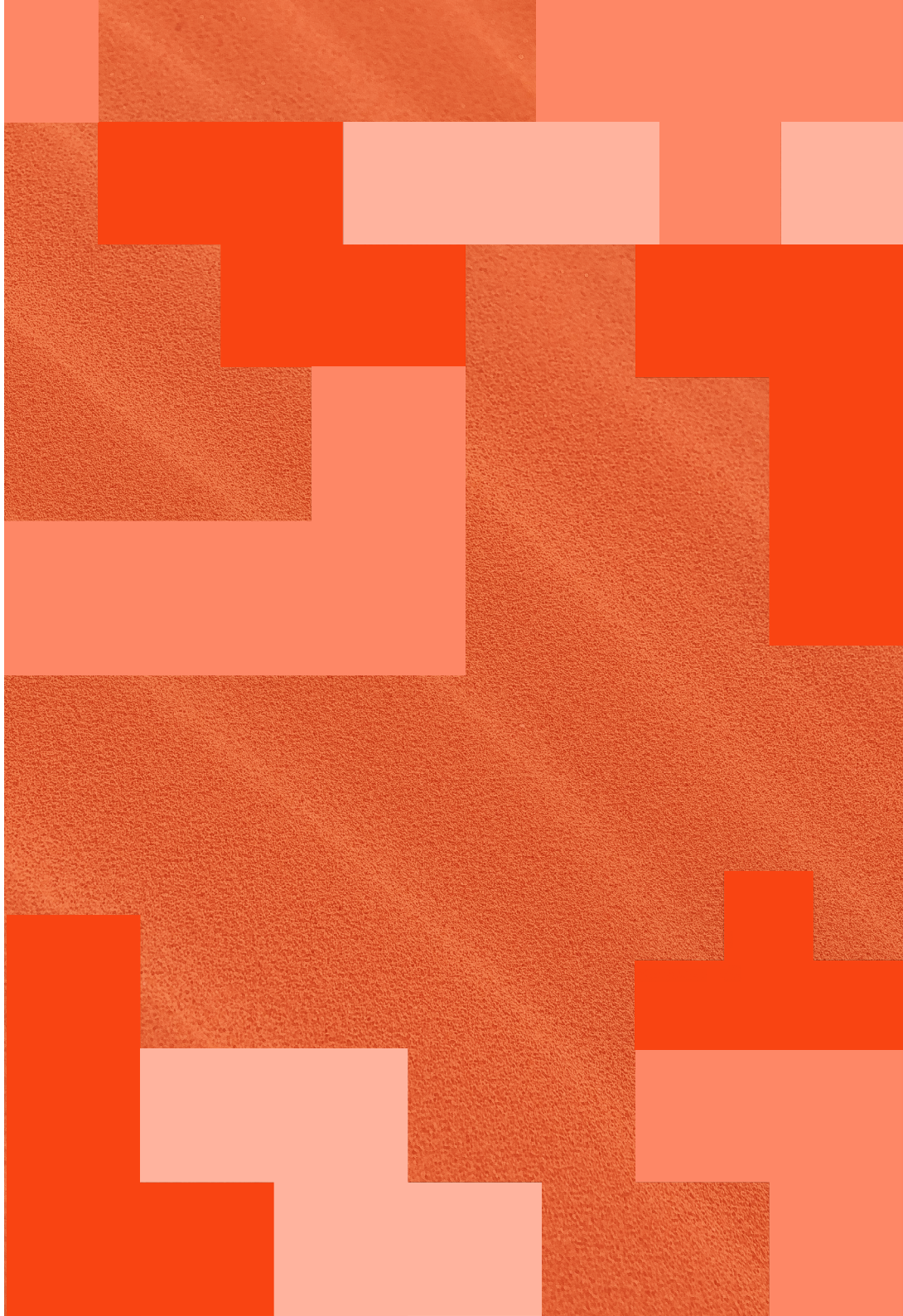




Support Contracts

Enter ▀



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.

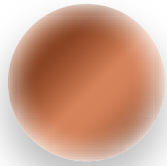
Want to know more? Contact our technical or sales teams to find out what we can offer. Or book a free site visit.

support@escapetechnology.com

sales@escapetechnology.com

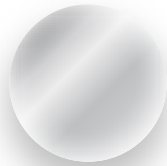
0207 734 8809

Levels



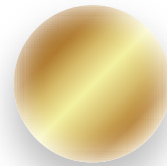
Bronze

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



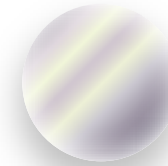
Silver

£3,150 per quarter*
Up to 20 hours per month. Half day on-site visit per month



Gold

£5,250 per quarter*
Up to 40 hours per month. Half day on-site visit per fortnight



Platinum

£7,500 per quarter*
Up to 60 hours per month. Half day on-site visit per week



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
- Prices non inclusive of travel and expenses

■ 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)

* On-site visits included when necessary

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

■ Hardware troubleshooting

Diagnosing faulty hardware to particular component
Creating RMA cases with HP, Dell, Supermicro, Boxx
Following up on all RMA cases until solution achieved

■ 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 Time

Under Support Contract

Onsite

Day rate: £600 +travel and expenses

Half day rate: £350 +travel and expenses

Hourly rate: £100 +travel and expenses

Weekend/bank holiday rate (per day): £1,200 +travel and expenses

Remote

Day rate: £500

Half day rate: £300

Hourly rate: £90

Weekend/bank holiday rate (per day): £1,000

Standard Non -Contractual Pricing

Onsite

Day rate: £750 +travel and expenses

Half day rate: £400 +travel and expenses

Hourly rate: £125 +travel and expenses (Note:there is a half day minimum charge)

Weekend/bank holiday rate (per day): £1,400 +travel and expenses

Remote

Day rate: £600

Half day rate: £350

Hourly rate: £100

Weekend/bank holiday rate (per day): £1,200

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.



Colourimetry for Film & TV

Broadcast monitor/projector calibration

First display (London): £250

Subsequent displays: £50

Please note: multi-standard monitors (such as the Sony X300 and X310) will be treated as multiple displays if HDR/rec.709/DCI-P3 preset calibrations are required.

LUT building for accurate picture reference, particularly with domestic displays, profiling and generating LUTs may take longer than a monitor calibration therefore pricing after consultation.

Equally at home in Rec.709 environments as well as Rec.2020/P3/HDR for both film, VOD and TV.

Matching on-set monitors to studio lights and cameras.



Full System Design/ Facility Move

Full design, installation, and integration service.

Technical paperwork (diagrams, schedules) as well as project documentation (RAMS, Scope of Works, etc.) and budget tracking including purchase order/invoicing process.

All wiring technicians and engineers provided as well as integrated cabling.

Additional kit setup, installation and testing (if required and after customer sign-off).

Full testing and QC completed.





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