

Ensuring your TV service stay online, all the time



When settling down to watch a previously recorded show, the last thing TV viewers want to see is a blank screen. Programme delivery must be totally reliable. eventIS helps you to ensure your broadcast service stays online with our service packages and customer support.

First class support

We provide our customers with first-class after-sales service and support. Competent engineering staff ensure your operations are always on-air, generating revenue and keeping your viewers happy.

eventIS has developed two standard maintenance and support programs offering high levels of service and peace-of-mind. Our SILVER program offers business hours support (9:00-17:00 CET on weekdays except public holidays - Netherlands). Our GOLD program offers year-round, 24/7, hotline support with premium response and remedy times. And we are always prepared to discuss any particular requirements you may have, in order to find an optimal solution for your business needs.

Both standard programs consist of the following features with defined performance criteria. They also provide eligibility for software updates, as they become available.

Key features

- Hotline and helpdesk support, manned by trained engineers (telephone or e-mail)
- Configuration assistance
- Remote access (VPN) problem-solving or assistance
- Inclusive labour for any necessary field calls
- Annual service review
- Annual preventative maintenance system audit (health-check)
- Inclusive hardware advance exchange repair/replacement (where applicable)

In some cases, training and/or front-line support will be provided by our business partners (and may vary from the above). eventIS will normally provide backup assistance in these cases.

Service and Support

Training

Whilst we endeavour to make our products as easy-to-use as possible we recognise the value of quality training to ensure you achieve an optimum experience from your investment, especially where solutions are to be used by busy operational staff that need to be well-versed in a variety of systems.

Our experienced and knowledgeable trainers have developed a number of hands-on training courses for our various products

plus a very popular general MPEG/DVB training course for technical staff. Highly praised by customers, these courses set the right foundation for a successful partnership.

We provide standard scheduled courses on our own equipment held at our training facilities in Eindhoven, The Netherlands. We also offer on-site training tailored to your particular system solution or requirements.