

Introducing Escape Technology's

SUPPORT CONTRACTS



Overview

Support contracts are more than just a safety net. They're a lifeline for those situations where you need help fast and without question. They're something you can rely on for the rare occasions you encounter a problem that you can't solve in-house. Or your technical team is so busy that you need a spare pair of hands.

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.

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Bronze

Escape Technology's Bronze support contract augments your existing team.

If you need someone on the phone who can access your systems remotely, but you don't need staff on site regularly then this is the option for you. And because we know your technology is vital to your success our response times are designed to minimise your down time.

10 hours per month

Telephone support
Remote dial-in diagnosis/support
Software/licence 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

Quarterly: €1.500

Annually: €7.000

Silver

Our Silver contract is for teams working with servers or central storage systems. Now that you're running over a network – sharing data and resources – there's a lot of added complexity in your pipeline.

What you need is an engineer on site at some point in the month to install new machines or software, fix problems, or evaluate network and server issues. It's a great all-rounder, with all the benefits of the Bronze package thrown in.

20 hours per month

Half day scheduled on-site visit per month
Telephone support
Remote dial-in diagnosis/support
Software/licence installation
On-site visits included when necessary

Target response times

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

Quarterly: €3.000
Annually: €10.000

All contracts invoiced in advance
All prices non inclusive of travel and expenses
Monday-Friday, business hours

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Gold

The Gold contract is for departments using render farms and central storage with a queue management system as the backbone of an integrated pipeline.

You need someone to come in regularly and check the status of hardware and backups. You might even be building a machine room with racked resources. Or maybe you just need to get an idea of new techniques or approaches.

Whatever it is, our Gold package has all the benefits of Silver and Bronze with the added bonus of having regular on-site support.

40 hours per month

Half day scheduled on-site visit per fortnight
Telephone support
Remote dial-in diagnosis/support
Software/licence installation
On-site visits included when necessary

Target response times

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

Quarterly: €6.000

Annually: €20.000

Platinum

Our Platinum package is the most comprehensive offering. You're likely running a full asset-based workflow in heterogeneous networks, utilising enterprise storage solutions to achieve complex pipelines.

A variety of renderers, modelling packages, and the plugins that go with them are probably somewhere on your radar. So are the proprietary scripts you might have generated. And let's not forget colour management pipelines.

Platinum contracts can be used in a number of ways. You might need to outsource your entire engineering function, or augment your own internal team. Perhaps you've got an upgrade project on the go and need some additional consultancy and support. That's where having a team of senior engineers really holds it own.

60 hours per month

Half day scheduled on-site visit per week
Telephone support
Remote dial-in diagnosis/support
Software/licence installation
On site visits included when necessary

Target response times

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

Quarterly: €9.000

Annually: €25.000

All contracts invoiced in advance
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What's Covered

Services include

MPPA accreditation support/guidance
Major networking implementation (VLAN, LACP, Trunks)
Complex system support (GPFS, VM)
Server configuration (AD, LDAP, DNS, DHCP, Hyper-V)
Finishing suites support (Flame, Resolve, Baselight, Nuke Studio)
Standardizing of installations (imaging/deployment)
Major storage systems support (Isilon, BlueArc, Pixit Media)
Linux workstations support (Red Hat, Centos)

Hardware troubleshooting

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

Software support for VFX packages

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

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

Foundry: Nuke, Modo

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

Rendering software

Majority of render engines, including: 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
Configuration of licensing

Licence installation and troubleshooting

FlexLM, Autodesk, Thinkbox, RLM, Foundry, Solid Angle, Peregrine Labs, Next Limit, Pixar LA LicenseApp, Maxon License Server

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Monday-Friday, business hours

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Additional Services

Bespoke system-only offerings after consultation (e.g. Flame-only support)
Pipeline development: priced after consultation
Holiday cover off-site: priced after consultation
Holiday cover on-site: €2.500 per week
Minimum of 28 days notice required

Additional time under support contract

Day rate: €800 + travel and expenses
Hourly rate: €100 + travel and expenses
Weekend/bank holiday day rate: €1.200 + travel and expenses

Standard non-contractual pricing

Day rate: €1.000 + travel and expenses
Hourly rate: €125 + travel and expenses
No target response time

Corporate IT

(via 3rd party, pricing after consultation)

Software server setup and connection
Endpoint management server setup
Backup management
Printer/scanner maintenance
ISP/domain/website upkeep
Anti-virus administration (local/centralised)
CCTV, security fobs / systems, management and backup
Phone systems (VoIP, BCM, Management, call/ring groups, forwarding)

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