Broadcast Bionics

Software support

Overview

Updated January 2022

The service

- Access to our 24/7/365 emergency technical support hotline
- Access to free software bug fixes
- Access to free software updates
- Free configuration changes
- Free system diagnostics

* Support terms and conditions apply.

Problem Serverity	Support Available
Severe Error A problem which causes an urgent, critical impact that impairs the performance of one or more major functions. • Direct business impact. • No Workaround available.	24/7
Major Functionality Impact A problem which causes an important or significant impact that impairs the performance of a major function. • Workaround is available. • Example: Software does not operate in accordance with the documentation but is still usable with difficulty (workaround).	Mon - Fri 8am - 6pm CET
Productivity Impact Issue has or will affect end user productivity. • Workaround exists, but error must be fixed. • Example: Failure of redundant functionality.	Mon - Fri 8am - 6pm CET
No Business Impact • Example: "How to" questions.	Mon - Fri 8am - 6pm CET

*Support is provided remotely on an engineer to engineer basis. Suitable remote access required. Quotations for site visits available on request. 24/7/365 emergency support is via a telephone and PIN system and covers off air emergencies only. E-mails to Support are only monitored during UK office hours. Basic configuration changes only. More complex changes may be chargeable (at Bionics discretion). Diagnostics provided at Bionics discretion (suitable remote access required).

Remedies

Within office hours our support engineers are available for consultation, the very same engineers are those who install the systems so their depth and breadth of knowledge is wide.

We run a schedule to ensure there is always an engineer at the end of the phone whilst others are out on site. Given access we offer dial in remote programming/ diagnosis during office hours.

Out of Hours Phone Calls are answered without delay, we run an on-call rota to cover this service. You should normally receive a response within a matter of minutes.

Out of hours you need a PIN number which will be supplied to you following installation. That PIN allows you to navigate through our automated answering service and to reach either a real person directly via a mobile, or in some cases to reach a messaging service which in turn will contact one of our engineers.

If the problem cannot be fixed immediately the engineer will endeavour to provide a work around until the root cause of the problem can be resolved.

Site visits can be arranged, these may incur a charge depending on the severity of the problem and probable cause.

Escalation

Enquiries usually fall into one of the following categories:

Configuration

Software

Service

Other

Issues outside of Broadcast Bionics influence (eg network or customer supplied hardware issues)

Most issues can be resolved relatively quickly, however some issues occasionally occur in a part of the installation which is outside our control (eg: network issues). In these instances we are happy to assist with diagnosis and provide relevant feedback to pass on to those who can help.

Should the support engineer who deals with your initial enquiry be unable to resolve the issue themselves, they will attempt to provide an initial workaround and depending on the specific form of the issue escalate (within office hours) as appropriate to:

Head of Engineering

Product Manager

General Manager

As the customer you may request for your issue to be escalated at any time to see a speedy resolution.

Product support

Bionic STUDIO
Talkshow · Social · Director · Contest

BIONIC STUDIO SUPPORT	Level: Standard	Level: Office Hours
24/7/365 Telephone Emergency Support	✓	✗
24/7/365 Emergency Remote diagnostics support (e.g. TeamViewer)	✓	✗
Software Updates - Major new versions	✓	✓
Software Updates - New versions of installed features	✓	✓
Software Updates - Bug fixes for installed version	✓	✓
Office Hours - Email technical support	✓	✓
Office Hours - Remote diagnostics support (e.g. TeamViewer)	✓	✓
Office Hours - Telephone technical support	✓	✓

CallerOne CameraOne XScreen by Broadcast Bionics

SUPPORT INCLUDED	CallerOne	CallerOne subscription	CameraOne	Xscreen subscription	Xscreen Lite
Software Updates - Major new versions	✓	✓	✓	✓	✗
Software Updates - New versions of installed features	✓	✓	✓	✓	✗
Software Updates - Bug fixes for installed version	✓	✓	✓	✓	✗
Office Hours - Email technical support	✓	✓	✓	✓	✓
Office Hours - Remote diagnostics support (e.g. TeamViewer)	✓	✓	✓	✓	✗
Office Hours - Telephone technical support	✓	✓	✓	✓	✗

Charges

Your support fee is calculated as a factor of the overall installation cost and is reviewed annually. Broadcast Bionics reserves the right to, at the renewal period, review the charges payable in respect of the services and any other optional services, provided that any change is notified in advance.

Should you let your support lapse Broadcast Bionics reserve the right to apply a reinstatement fee.

Warranties

Broadcast Bionics hereby represents and warrants to the client that it shall use reasonable skill and care in providing the services and accordingly all conditions warranties or other terms implied by statute or common law are hereby excluded to the fullest extent permitted by law.

Broadcast Bionics makes no claim and gives no warranties or undertakings that even when using reasonable skill and care in accordance with the above the full functionality of the whole or part of the software or hardware will be restored.

Broadcast Bionics makes no claims and gives no warranties or undertakings as to the functionality compatibility suitability reliability or effectiveness of any software maintenance releases or new software versions installed by Broadcast Bionics at the client's request.

Term

Bionic Studio support is FREE for 3 months from the installation date.

Caller One, Camera One and Xscreen support begins at the point of sale and is renewable annually thereafter.

Broadcast
Bionics

Contact support

support@bionics.co.uk
+44 (0)1444 884141

Bionics Corporation Ltd (trading as Broadcast Bionics) is a company registered in England and Wales. Registered number: 3241053.
Please refer to the Broadcast Bionics Maintenance Contract & Terms and conditions of sale for complete details

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