



LIFELINE

PROFESSIONAL NLE SUPPORT

Richmond HQ 804.559.8850 NOVA/DC/Maryland 703.956.6981 Virginia Beach 757.722.7405

LIFELINE - ONETIME \$200

One time incident, covers all phone, email, and remote connection support for the life of the incident. Not to exceed 2 hours total time.

LIFELINE - REMOTE \$500 / \$1000 ENTERPRISE

- Unlimited Email and Remote connection support.
- Customer will receive a response to email based technical support and workflow problems within 24 business hours.
- DVG technicians can also initiate internet based remote access troubleshooting sessions as required, at the technicians discretion.
- Liaison replacement of in warranty hardware and devices.
- Instructions on upgrades, consultation on workflows, escalation of issues.
- 10% discount on depot or on site service, and DVG educational seminars.

LIFELINE - STANDARD \$1000 / \$2000 ENTERPRISE

- Unlimited Phone, Email, and Remote connection support during normal business hours. Limited access to technician cell phones and after hours email support.
- DVG technicians can also initiate internet based remote access troubleshooting sessions.
- Liaison replacement of in warranty hardware and devices.
- Instructions on upgrades, consultation on workflows, escalation of issues.
- 10% discount on depot or on site service, and DVG educational seminars.

LIFELINE - ON-SITE \$4800 / \$5600 ENTERPRISE

- Same entitlements as LifeLine Standard, plus:
- Four on site visits by a DVG technician.
- On site visits can be used quarterly or for emergencies.
- Can be used for maintenance, minor installs, emergencies, training, minor wiring changes, or data migration. A 20% savings over our normal on site service rates.
- Additional on site visits can be added at time of purchase or during contract at the 20% discount rate of \$1200 day.



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LIFELINE - LIFE PRESERVER REALTIME \$500 NEW / \$1500 ON SITE

- DVG sets up a realtime mirror of your system drive, which takes over automatically in the event of a system drive failure. Reducing downtime and critical data loss during a drive failure.
- Does not protect against viruses, OS, disk, or data corruption.
- This service is only available at time of system purchase or during a OS recovery. Available on XW8400, XW8600, and MacPro systems.
- Includes hard drive.
- This is available in conjunction with Archive option below.

LIFELINE - LIFE PRESERVER ARCHIVE \$500 NEW / \$1500 ON SITE

- DVG creates a image of your hard drive that can be used to recover from a failed system drive in under 5 min.
- Does not offer a realtime drive image or backup, but is unaffected by virus, OS problems, or drive corruption.
- Returns your system to its state day you took delivery.
- Includes hard drive.
- Available on all systems, Windows and Mac. Available in conjunction with Realtime.

LIFELINE - LIFE PRESERVER NEARLINE \$1750 NEW / \$2200 ON SITE

- DVG provides 4TB of RAID protected storage along with scrips and software to backup your primary storage drives during off hours.
- Can be used on either local storage or shared storage systems. Useful as a secondary backup of valuable P2/XDCAM EX media, project/media backup, or temporary project/media archive. Available to all systems.
- Includes RAID chassis with 4TB of storage, and custom scripting.
- Network connectivity (ethernet) available for a additional \$500.