Avid Support
Committed, Expert , and Passionate

At Avid® we know what you've got invested. It's more than just a collection of hardware and software—it's content that's as unique as you are. It's sounds and images that are worth far more than their individual bits and bytes. It's time, creative juices, and inspiration that knows no price tag.

As an Avid customer, you're part of a highly dedicated and wide-ranging global support network. Whether you're part of a global enterprise or a casual home enthusiast, Avid Support has a plan to keep you moving smoothly along the cutting edge of creative technology.

Not all support organizations are created equal; and we'd like to prove it to you. We believe your success is the most important measure of our success and we are committed to making you successful. We hire the best people and we provide them with the training, the tools, the systems and the support of everyone here at Avid, so you always receive the highest level of expert help possible. And we are proud to say that many of our support experts use our products for themselves. That helps them understand you, your workflow and your business. It makes them passionate advocates for your success.

"The support I have on my Avid system provides tremendous value, but its really the people that stand behind it, with their deep product knowledge and whatever it takes attitude that has kept me an Avid customer for over 15 years."

Jamie Beedy, Post Production Manager
Karl Productions

Avid Standard Support

A support plan for low-complexity environments, Avid Standard Support is designed for customers for whom system availability is not mission critical, yet providing business hours support and access to software updates is key.

Avid Priority Support

Avid Priority Support is ideal for our customers for whom system availability is not mission critical, but who require software investment protection and predictable access to materials exchange.

Avid Limited Uptime Support

Avid Limited Uptime Support includes all the features and benefits of Avid Uptime Support except for materials. It is designed for those customers who require mission critical assistance but keep their own inventory of spare parts.

Avid Uptime Support

Avid Uptime Support is designed for small to mid-sized broadcasters, post-production and other recording facilities requiring system support beyond normal business hours. Uptime provides round-the-clock access to assisted support and rapid access to onsite and materials.

Value

When you purchase Avid Support the full resources of Avid are continuously at work on your behalf. Whether it is developing new features to provide you with improved agility and competitive advantages or offering time saving benefits that allow you to improve your business practices; Avid Support adds value to your product investment. In our shared world, CODECS and Operating Systems and other important third party tools are constantly on the move and Avid Support keeps you armed with the latest and best releases to optimize your local operating environment.

Proactive

We don't just wait for problems to appear. Avid has introduced a monitoring solution (available with certain levels of support and products) to provide you with even more security and peace of mind. System alerts and remote monitoring can spot trouble before it happens.

Here, When You Need Us

While you may never need to call upon our reactive support services, we are here if you need us, maintaining a highly skilled global team of experts ready to serve you should an unexpected problem arise. We invest in our support teams, their training and their tools to ensure you recover quickly from any interruptions to your business or creative process.

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Avid Support At-A-Glance

Updates, Releases and Materials Coverage	Standard	Priority	Limited Uptime	Uptime
New Features, Bug Fixes, Performance Improvements, New Codecs, Virus Protection Updates, Plug-ins	•	•	•	•
Materials coverage	No Coverage	2 Bus Days Advanced Exchange	No Coverage	Next Bus Day Advanced Exchange
Global Access and Response				
Access to assisted support: telephone, email, chat	5 days x 9 hours	5 days x 9 hours	7 days x 24 hours	7 days x 24 hours
Minimum response targets – Critical	Next Bus Day	8 hours	1 hour	1 hour
Minimum response targets – Non critical	Next Bus Day	8 hours	4 hour	4 hour
Unlimited number of service requests	•	•	•	•
Customer-defined severity level	•	•	•	•
Remote diagnostics	•	•	•	•
Escalation management		•	•	•
Priority queuing			•	•
Avid System Monitor				•
Onsite support (optional/fees): response time[1]	7 Bus Days	3 Bus Days	2 Bus Days	2 Bus Days
24x7 Online Support				
Knowledge base	•	•	•	•
Product forums	•	•	•	•
Log, track and update cases	•	•	•	•
Additional Benefits for Qualifying Enterprise Customers				
Designated Team				•
Periodic Support Review				•
Custom Support Alerts				•
Virtual Annual Health Checks[1]				•
Workflow and 3rd party integration support				•
Quarterly Report Card				•
Customer Champion				•

[1] Available for limited products and geographies

In addition to the above plans, Avid Support is available by the minute or fixed fee per incident for specific products purchased by hobbyists and casual users.

To find your local Avid office, visit www.avid.com/contact

Corporate Headquarters
800 949 AVID (2843)

Asian Headquarters
+ 65 6476 7666

European Headquarters
+ 44 1753 655999

Find the plan that's right for you at **www.avid.com/supportoffering**