Enterprise Video & Digital Signage Customer Support and Maintenance

Helping our customers to optimize their use of their devices is at the core of our Enterprise Video & Digital Signage Customer Support. We believe no customer should be unsupported, so all products are sold with bundled support however we also recognise that some customers require more comprehensive support services and so Amino offer Enhanced and Premium support tiers to meet these more exacting demands.

We pride ourselves in ease of communication and so we offer multiple ways to discuss topics with our support engineers including a ticket tracking system, chat messaging, and telephone support. We also make a wealth of articles and documentation freely available to ensure that customers have everything they need when working with Amino products. The chart below reflects the features of support offered by each support tier.

Features	Bundled	Enhanced	Premium
Access to feature releases	✓	✓	✓
Regular security releases, maintenance release	✓	✓	✓
Access to knowledge base, documentation & FAQs	✓	✓	✓
Support for installation of Certified CMS applications	✓	✓	✓
Access to HTML / Javascript SDK & local APIs (EELM)	✓	✓	✓
Support WebForm Access	✓		
Access to Trouble Ticket System		✓	✓
Committed Response Time		✓	✓
Access to Online Chat Messaging		✓	✓
Service Level Agreement			✓
Access to Telephone Support			✓
Partner Application Development Support			✓

Maintenance Releases

Amino devices have a reputation for reliability and longevity. We continually develop new features and enhancements for our H-Series devices in response to customer requests and the demands of an evolving market.

Of course, where issues have been found in the field and where security upgrades are required, we also issue maintenance fixes.

We believe that it is in everyone's interest to maintain the platform at the most recent build to ensure the most robust and secure deployment and so all maintenance releases are included in all support tiers.

Service Level Agreement

For Premium customers, Amino offers a committed level of service. Our target response times for Enhanced and Premium customers are shown in Table 2 however Amino can also tailor service level agreements to suit specific customer requirements as part of Premium tier to better align with your needs.

Severity of Reported Issue	Enhanced	Premium	
	Response	Response	Fix Target
High	24 hours	8 hours	3 days
Medium	-	1 day	2 Weeks
Low	-	2 days	-

The severity levels are defined as follows:

High – Produces a detrimental situation in which performance (throughput or response) of the system degrades under reasonable loads, such that there is a severe impact on use;.

Medium – Produces an inconvenient situation in which the systems are usable, but do not function in the most convenient manner and cause minor user impact.

Low – Produces a noticeable situation in which the use is affected in some way which is reasonably correctable by a documentation change or by a future, software release.

We would love to know more about your video plans.

Please contact us or connect with any of our partners.

✉ letstalk@amino.tv

🌐 www.amino.tv