



# STRIVING FOR CUSTOMER SUCCESS

**TOP RANKED**  
by leading industry  
report in customer  
service & customer  
loyalty

As the global leader in live IP video solutions, we are committed to ensuring the best customer experience for our customers at all times.

Our customer service portfolio goes beyond standard technical support, offering in-depth training, global and roaming support, project customization, round-the-clock support and more.

## LIVEU'S COMPLETE SERVICE SUITE COVERS EVERY ASPECT OF CUSTOMER SERVICE AND SUPPORT, INCLUDING:



**EXTENSIVE SUPPORT SERVICES**



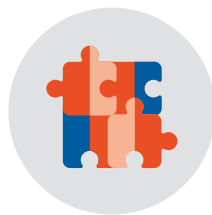
**GLOBAL NETWORK OF PARTNERS**



**ADVANCED TRAINING CENTER**



**SELF SERVICE TOOLS**



**CUSTOMIZED SOLUTIONS AND PROJECTS**



**DEDICATED EVENT SUPPORT**



### EXTENSIVE SUPPORT SERVICES

- ▶ **24/7/365 technical support** via multiple channels (phone, email, web and chat)
- ▶ **Three SLA levels** allowing you to benefit from the plan most suited to your organizational needs
- ▶ **Three escalation tiers** addressing any issue complexity
- ▶ **In-Advance Replacement** so your production is not affected in any way



### GLOBAL NETWORK OF PARTNERS

With a global network of more than 120 partners in over 100 countries we can support you anywhere in the world. SIMs, spare parts or other technical issues can be instantly resolved, allowing you to focus on what you do best – content creation.



### ADVANCED TRAINING CENTER

The LiveU training program aims to equip you with all the necessary know-how and expertise. Our training tools include extensive in-depth courses and articles as well as onsite training given by certified LiveU engineers.



### SELF-SERVICE TOOLS

LiveU products are built for maximum flexibility allowing you to perform self-upgrades, updates and service registration at the time most convenient for you – all enabled by the LiveU Central management platform.



### CUSTOMIZED SOLUTIONS AND PROJECTS

LiveU offers extensive options for major event coverage (e.g.: election nights, sports events, award ceremonies etc.) including custom-tailored event packages, large-batch rentals, dedicated support, onsite training and much more.



### DEDICATED EVENT SUPPORT

Share with us your production vision and get onsite or online dedicated support from our leading specialists. We will support you every step of the way, giving you peace of mind throughout the event and ensuring your vision comes to fruition – smoothly and successfully.