

PREMIUM SUPPORT

If you want to achieve your digital signage goal but feel that you may require some additional support then we are here for you.

Signagelive offers a premium support option which includes all of the default support features (such as unlimited chat support for all users and help centre articles). Premium support adds phone support, media encoding advice, product update webinars and monthly reporting on your support tickets.

OUR PREMIUM SUPPORT PLAN EXTENDS OUR SUPPORT TO INCLUDE:



FUTURE RELEASE TRAINING

Users both new and old will be invited to training once a quarter to ensure and promote best practice.



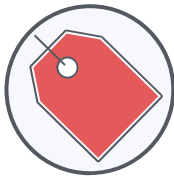
MONTHLY REVIEW CALLS

Schedule a monthly review of your network to refine and improve your workflow.



QUARTERLY WEB TRAINING

Take advantage of our regular training sessions for all of your staff to make sure you're getting the most out of your Signagelive network.



MASS UPLOAD OF TAGS

Request to upload your tags in bulk. We will assign these tags to your players for you



CUSTOM ENCODING

We'll help ensure your videos and images are properly encoded for maximum performance



MONTHLY REPORTING ON SUPPORT TICKETS

A full document on all support tickets raised that month to give you visibility of your teams issues that have been raised and solved.

ORGANISATIONS MOST LIKELY TO BENEFIT FROM PREMIUM SUPPORT:

Those with large networks; multiple players, varied locations, and a range of users with varied and complex requirements.

HOW DO I PURCHASE?

Premium support can be purchased by contacting your current Signagelive supplier. Or connect with the relevant Sales team for your location by using the contact page [here](#).



[FIND OUT MORE](#)