



# HARMAN Media Suite

## Advantage Service – Service Description

Whether you are a large enterprise or a medium-sized or small organization, HARMAN understands that your communications environments are growing and that they are becoming more interdependent within your IT infrastructure. As a result, your support needs also change and develop.

Like all organizations, you want to maximize your technology investments and make sure your users receive the best possible experience. You also want more visibility into how your video investments are being used and how to address issues or challenges in a timely manner.

You may not have in-house technical experts for all your needs, but when you need external assistance, you can choose Advantage Service to help you manage your HARMAN solution.

### The right level of support

HARMAN Advantage Service is an enhanced support offering that is focused on maximizing value and availability for your entire solution. As your communications strategy becomes mission critical, Advantage Service provides access to the following:

- Priority 24x7 telephone access to Technical Support
- Software upgrades and updates

### Benefits

- Increases the success and return on investment of your video asset products.
- Gives priority access to experts and support when needed to speed problem resolution.
- Increases solution uptime and expeditious issue resolution by augmenting your technical experts with video specialists.
- Improves operational efficiency.

# Features

## Software upgrades and updates

For products covered by a Advantage support program, system software updates and upgrades are provided at no additional charge.

- Upgrades are new software releases containing enhancements improving the functionality or capabilities of the software.
- Updates are software for which HARMAN has provided fixes or minor revisions to correct errors or defects in the existing operation of the software, in accordance with the published product specifications.

## Priority access

Advantage Service customers will enjoy the benefits of priority access to a team of product specialists. Customers will be able to circumvent wait times against other basic support customers, allowing faster speed to problem resolution.

## 24/7 Telephone technical support

Telephone technical support is available 24x7 (24 hours a day, 365 days a year), depending upon problem priority, for HARMAN Media Suite products covered by Advantage program. HARMAN support engineers will remotely provide

assistance in diagnosing, configuring, and troubleshooting HARMAN products covered by the program. This support is available through regional phone numbers and in select local languages.

## Software support

The software only products for HARMAN are covered by the Advantage software support. The support in this case is also provided over the telephone by HARMAN's technical support representatives. This support is provided 24x7 (24 hours a day, 365 days a year). This 24x7 support is subject to the same conditions as the Advantage 24x7 support.

Support services are required for all HARMAN software and hardware solutions for the first year. Advantage Service is the ideal support level for most customers and requires all your HARMAN products, including product options, to be covered by Advantage Service.



## ABOUT HARMAN

HARMAN (harman.com) designs and engineers connected products and solutions for automakers, consumers, and enterprises worldwide, including connected car systems, audio and visual products, enterprise automation solutions; and services supporting the Internet of Things. With leading brands including AKG®, Harman Kardon®, Infinity®, JBL®, Lexicon®, Mark Levinson® and Revel®, HARMAN is admired by audiophiles, musicians and the entertainment venues where they perform around the world. More than 50 million automobiles on the road today are equipped with HARMAN audio and connected car systems. Our software services power billions of mobile devices and systems that are connected, integrated and secure across all platforms, from work and home to car and mobile. HARMAN has a workforce of approximately 30,000 people across the Americas, Europe, and Asia. In 2017, HARMAN became a wholly-owned subsidiary of Samsung Electronics Co., Ltd.

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