

Avid Advanced Response

Avid Product Brief



Avid Advanced Response™ is a diagnostic and installation support service that allows an Avid® Support Representative to access your systems and servers remotely, with your approval and under your supervision. With Avid Advanced Response providing a virtual 24/7 support environment, an Avid Support Representative can gain remote access to one or all your computers. Avid Advanced Response allows that rep to view consoles and error messages, analyze application data, run scripts, modify configuration settings, check logs, create system images, and simplify and speed onsite software installation and deployment.

Features and benefits

- Remote access enables faster problem escalation and faster problem resolution.
- Remote software deployment lets an Avid Support Representative install software across multiple Avid systems simultaneously and uniformly. Because the installation is scripted, it's fast, efficient and consistent.
- Simultaneous configuration reduces down time and chance of manual errors.
- Avid Advanced Response can proactively pinpoint potential issues and expedite on-site support.
- Advanced Response server sits behind the customer's firewall for secure customer-controlled access.
- System imaging allows Avid to restore your systems to their initial state, speeding system recovery and troubleshooting.

Next-generation support, available now

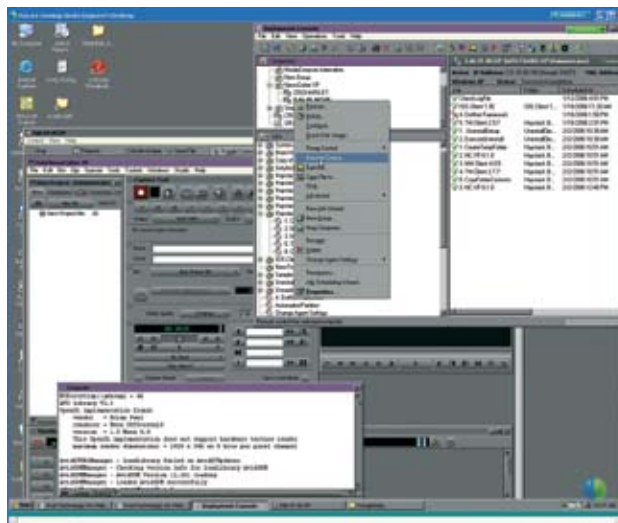
Avid Advanced Response is a revolutionary, delivery system for technical support. First, Avid installs a designated server and software at a customer site. Then, through **customer-controlled** Internet access, an Avid Support Representative can view log files and consoles, analyze bins and sequences, and see errors as if actually on site.

Faster problem resolution, fewer problems

Avid Advanced Response lets Avid Support Representatives gather information, diagnose problems, and work with each customer to determine a remedy or workaround. No time has to be spent collecting data or relaying it piecemeal over the phone. Customers get faster resolution so problems are less likely to impact business.

Consistent network software deployment

Today's complex systems can make software upgrades difficult and time-consuming. With Avid Advanced Response, customers get faster, uniform, system-wide installs and upgrades. Avid Advanced Response automates the process for the Avid Support Representative at your facility, allowing hundreds of systems to be simultaneously upgraded with each configured identically. Customers get fewer errors and minimize downtime.



Once the customer opens access with Avid Advanced Response, an Avid Support Representative can analyze and troubleshoot the production system while the customer monitors the support session.

Highlights

Remote access and analysis

With Avid Advanced Response, Avid Support Representatives immediately see your problem, without wasting time listening to a description or replicating the problem on another system. When troubleshooting is required, the customer contacts Avid phone support to initiate a support session:

- The Avid Rep sets up a secure desktop sharing session and invites the customer to join the session from the Avid Advanced Response server.
- The Avid Rep can only begin the troubleshooting session and get access to systems if the customer **explicitly grants desktop control**. The customer always retains control of the system, desktop control and the entire remote session.
- Once an Avid Rep is granted control, he or she logs onto the Avid Advanced Response console and troubleshoots any connected systems.
- Once the customer joins the session and shares the Avid Advanced Response server desktop, both the Avid Rep and the customer can view everything on the Avid Advanced Response server and work together, just as though they were physically side by side.
- Everything the Avid Rep does remains visible on a single display, so the customer continually monitors the service call. The customer is on the phone with Avid during the entire session, for fast communication and approval.

Imaging and restoration

Avid Advanced Response can speed the process of system imaging and restoration at your facility. If requested, an Avid Rep can create base images for customer systems and store them on the Avid Advanced Response server. In the case of a failed or corrupt drive or system, virus, or bad setting, Avid can restore the system back to its initial state and safely re-install Avid software. Using Avid Advanced Response, the image restoration process takes about an hour, versus more than four hours if performed manually.

Security and customer control

Avid Support Reps cannot initiate any task remotely, unless the customer admits them via remote control. **Avid Advanced Response does not need to be connected to the customer's corporate network or Internet until the customer authorizes remote access.**

Service Specifications and Requirements

Avid Advanced Response Service Specifications**

- 2U rackmount server running Windows 2003 Server / SQL Server 2000
- * * Additional licenses of Avid Advanced Response software are available in packages of ten.

Service Requirements

- Customers who have Avid Advanced Response must be covered by a valid Avid support contract.
- Available Gigabit/100-baseT port connection to applicable production environment.
- Minimum DSL or broadband (cable modem) Internet connection.
- Power requirements: AC voltage 100-127 / 200-240 V5; 8.9 / 5.4 A.

Avid Total Services

Support, Training, and Consulting Services that provide faster return on your investment by getting your systems and personnel up and running quickly, maximizing workflow efficiency, and meeting your production schedules.

To learn more—visit www.avid.com/advancedresponse

Corporate Headquarters 800 949 AVID (2843) Asian Headquarters + 65 6476 7666 European Headquarters + 44 1753 655999 To find your regional Avid office, visit www.avid.com/contact