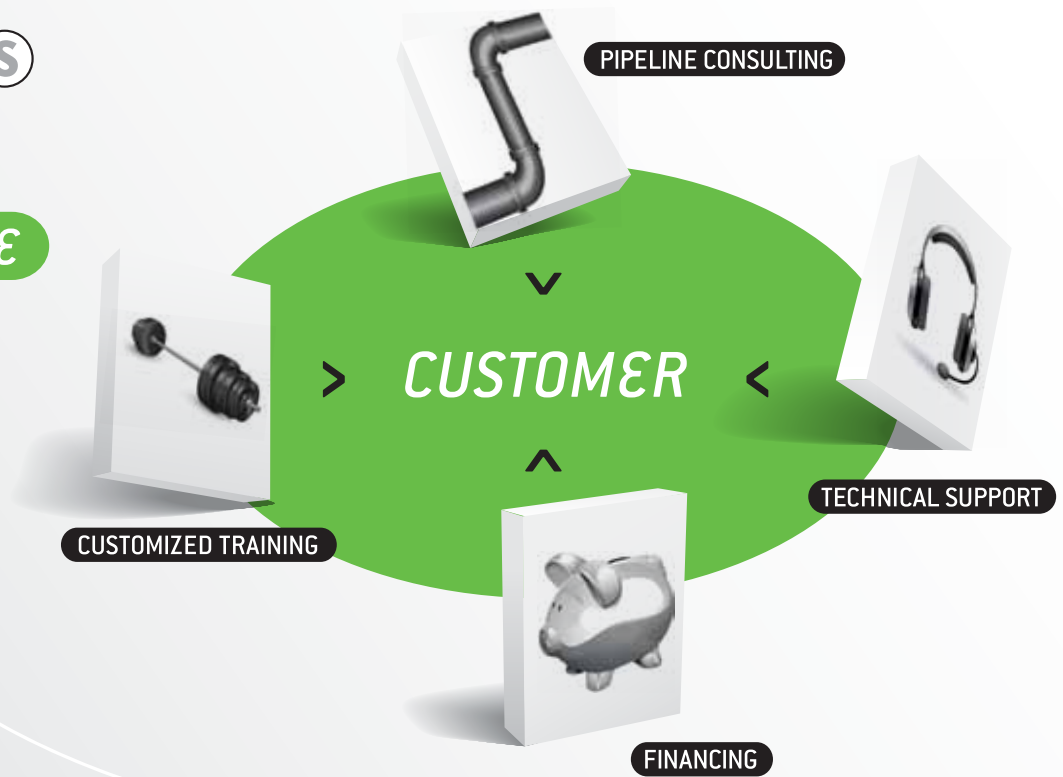


3vis SERVICE CENTRE



ABOUT 3VIS SERVICE CENTRE

With more than ten years experience in the Media & Entertainment Industry, our experienced team understands that your production is crucial to your company's success. To make sure that you are supported in every step of your business, we provide you with a high level of services and support.

*Our 3vis Service Centre offers you specialized solutions and adapted services such as **pipeline consulting**, **technical support**, **customized training**, and **financing options**.*

PIPELINE CONSULTING

With over ten years of experience in the Media & Entertainment Industry, focusing on Game Development, Television and Broadcast, Design Visualization, Animation and Film Visual Effects, our experts in pipeline consulting will be able to analyze your current production pipeline and advise on best practices. They will recommend which software solution is best for your film, television, game or visualization projects, in an effort to minimize your production time and costs, increase efficiency and your return on investment.

Our technical product specialists work closely with the development and technical support teams from our software vendors in order to give you all the advice you need to pick the best software solution. We can also arrange for full feature evaluation software/licenses so you can test the recommended software solution in your pipeline. We offer our full support services throughout the evaluation process. Please contact us to arrange a no charge consultation.



consulting@3vis.com

TECHNICAL SUPPORT

3vis understands that support requirements vary greatly with each organization; therefore we have several levels of support offerings to meet your needs.



support@3vis.com

- 4 Escalation Support** - By purchasing the subscription and technical support for your software products, you are guaranteed to receive our escalation support in addition to the support of the manufacturer. Our expert technicians can field your critical technical issues and either personally answer, or escalate, the problem or software bug to the vendor. This ensures that your critical issues get addressed quickly, your staff remains focused on the project and your production schedule will not be delayed. Cost = FREE to clients on a current vendor subscription/support contract
- 3 License Management Support** - You will receive a summary of the licenses that you acquired when we deliver your new purchased licenses. We will maintain on your behalf, an up-to-date license inventory. We will obtain updated license keys from the software vendor on your behalf if you ever need to relocate or reinstall a license. We offer incredibly fast licensing turnaround time. Cost = FREE
- 2 Getting Started Support** - Our expert technical product specialists will walk you through the process of installation and implementation of your software/licenses, whether installing on a standalone computer, a dongle or a server. Cost = FREE
- 1 Pre-Sales Support** - Our expert technical product specialist team will help you get up and running with evaluation software and can offer technical support and advice throughout the evaluation. Cost = FREE

CUSTOMIZED TRAINING



training@3vis.com



As an approved Autodesk training organization, 3vis offers customized on-site training for the following products: **3ds Max, Maya, MotionBuilder, Toxik** and **Mudbox**. We also offer training on a wide range of complimentary products including **2d3 boujou, Pixel Farm PF Track** and many others. Whether you need basic, advanced, or transition product training, we can tailor a unique program that works for the needs of your organization.

FINANCING

As a nationwide company, our mandate is to help our clients be successful in all aspects of their business, from production to finances. We have developed relationships with multiple finance vendors in an effort to facilitate financing for new businesses and customers of any size. Working with a variety of finance companies has allowed for a great deal of flexibility as we offer customers a range of payment options on all of our products including software, subscription and support contracts. This versatility aids customers in planning their expenditures, purchases and cash flow.



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