



CUSTOMER INFORMATION

Grass Valley Professional Services

May 2026 Edition



GV CARE

Grass Valley Support

GV Care Prime, Prime Plus and Customized Support Packages



In addition to providing world class products and solutions, Grass Valley offers industry leading customer service and support. Grass Valley combines technology leadership with a unique mix of the industry's largest global and local expertise to enable broadcasters and operators to create, control and connect content wherever, however and whenever it is consumed.

The Challenge

To ensure the best possible return on your investment and to protect your revenue, it is important to have access to efficient, fast and flexible support.

The growing complexity of broadcast solutions puts pressure on your business to build skills and experience across multiple vendor products and solutions.

Being able to balance speed and innovation within a changing market, while also delivering high uptime is a major challenge for most businesses that are creating, controlling and delivering content.

At Grass Valley, we are here to help with those challenges, protect your investments, protect your revenue and support your needs.

Grass Valley's Investment

With more than 50 years of experience and service excellence, Grass Valley Global Services is your partner for maximizing system uptime, reducing total cost of ownership and planning your long-term maintenance needs.

GV Care provides access to the worldwide technical and operational support that you need to help keep your operations running smoothly so that you can focus on business.

We have invested in a global network of highly skilled technical support staff, as well as an industry-leading logistics and spare parts management service, which consistently meets our commitments.

Our investment goes beyond just people and logistics. We use best-in-class tools and applications to innovate our service and support operations, as well as continuously developing and improving our processes to drive efficiency, speed and consistency.

Customer Benefits

Whichever products our customers choose to invest in, Grass Valley offers a support package that satisfies their individual operational and budget needs.

The key benefits of GV Care are:

- Dedicated and skilled global technical support teams
- 24x7 access to technical support
- Speed: key performance metrics
- Keeping current with the latest software releases
- Global spare parts exchange service
- Flexible support packages to meet needs and budget
- Minimize risk and downtime
- Predictable costs
- Maximize system utilization and performance

Grass Valley offers flexible support packages, with each giving various levels of features and responsiveness to meet your operational and budget needs. Prime and Prime Plus can be customized with consultancy, on-site engineers, third-party management and other features, allowing customers to make the most of their investment in Grass Valley's cutting edge technologies.



24x7 global access to support



Over 300 experienced and skilled services and support staff across 18 countries



Rapid delivery of spare parts advance exchange and repairs



Fixed response times



Industry leader with Best in Class operational expertise



Prime

GV Care Prime is for those that need access to a comprehensive list of support features, with a focus on high prioritization, uptime and access to advance parts with a fast and responsive service to protect your investment.

Prime Plus

GV Care Prime Plus is for those with complex or critical products and/or solutions, and where the requirement is for the most comprehensive level of service with the very highest priority and responsiveness to support and protect your business goals.

Support Feature	GV Care Prime	GV Care Prime Plus
Web & Portal Access	●	●
Knowledge Base Access	●	●
Software Updates	●	●
24x7 Technical Support	●	●
Advance Exchange Hardware	●	●
Software Upgrades*	●	●
On-site Support upon Critical Failure**		●
Quarterly Service Reviews		●
Optional Add-Ons – Custom Contracts:		
Consultancy	●	●
Dedicated On-site Engineer	●	●
Third-party Management	●	●
Key Performance Indicators (KPI):		
Acknowledge	15 Minutes	10 Minutes
Response Time	2 Hours	30 Minutes
Advance Exchange Hardware Shipping	NBD	NBD
Discount on Services and Spare Parts:		
Professional Services	5%	10%
Training	5%	10%
On-site Critical Spares	5%	10%

* Excludes EDIUS

** Up to six visits per annum

The above KPIs are applicable to critical failures only.

Ordering

Please contact your Grass Valley representative at: www.grassvalley.com/support/contact for further details and pricing.

GV CARE

Prime Support

GV Care Prime is for those that need access to a comprehensive list of support features, with a focus on high prioritization, uptime and access to advance parts with a fast and responsive service to protect your investment.



With more than 50 years of experience and service excellence, Global Services from Grass Valley is your partner for maximizing system uptime, reducing total cost of ownership and planning your long-term maintenance needs.

GV Care provides access to the worldwide technical and operational support that you need to help keep your products running smoothly so that you can focus on business.

Prime Support is targeted for those who need access to a comprehensive list of support features with focus on high prioritization and uptime with a fast and responsive service to protect your investment.

Prime Support includes the following services:

Helpdesk Services

Our international contact center is available 365 days a year, 24 hours a day to log your call and begin the support process. Our contact center ensures that your issues are tracked and handled with the attention you deserve.

24x7 Emergency Telephone Support

Access to Grass Valley's worldwide technical support staff 24x7 for any critical issues.

Email and Web Support

Create support cases using our dedicated support email and web access forms. All cases created are monitored and responded to 24x7.

Portal Access

With direct access to the Grass Valley support portal, you will have the ability to raise and track cases as well as get access to any updates from the Technical Support teams.

Knowledge Base

With access to our knowledge base, you will be able to find information and self-help on a wide range of articles written by Technical Support teams and Product Experts. Find the most popular articles to increase productivity and learning for your staff.

Software Updates

Access to the latest software updates for your products, including maintenance releases, feature enhancements and improvements.

Advance Exchange Hardware

When availability and timely delivery of parts are critical, Grass Valley meets the need for immediate access to replacement parts. Leveraging on our best-in-class logistics service and worldwide warehouse locations, we'll get you the parts you need when you need them.

Remote Dial-In Support

Using secure connections, our Technical Support staff will be able to remotely dial in to your system to expedite any troubleshooting should it be needed.

Options

Customers may add the following options for an additional fee:

- Site spares management service
- Consulting services and/or dedicated on-site engineers
- Should your Grass Valley solution include elements of third-party products, we will manage all interactions with those third parties to deliver the support you need

Support Feature	GV Care Prime	GV Care Prime Plus
Web & Portal Access	●	●
Knowledge Base Access	●	●
Software Updates	●	●
24x7 Technical Support	●	●
Advance Exchange Hardware	●	●
Software Upgrades*	●	●
On-site Support upon Critical Failure**		●
Quarterly Service Reviews		●
Optional Add-Ons – Custom Contracts:		
Consultancy	●	●
Dedicated On-site Engineer	●	●
Third-party Management	●	●
Key Performance Indicators (KPI):		
Acknowledge	15 Minutes	10 Minutes
Response Time	2 Hours	30 Minutes
Advance Exchange Hardware Shipping	NBD	NBD
Discount on Services and Spare Parts:		
Professional Services	5%	10%
Training	5%	10%
On-site Critical Spares	5%	10%

* Excludes EDIUS

** Up to six visits per annum

The above KPIs are applicable to critical failures only.

Ordering

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GV CARE

Prime Plus Support

GV Care Prime Plus is for those with complex or critical products and/or solutions, and where the requirement is for the most comprehensive level of service with the very highest priority and responsiveness to support and protect your business goals.



With more than 50 years of experience and service excellence, Global Services from Grass Valley is your partner for maximizing system uptime, reducing total cost of ownership and planning your long-term maintenance needs.

GV Care provides access to the worldwide technical and operational support that you need to help keep your products running smoothly so that you can focus on business.

Prime Plus Support is targeted for those with complex or critical products and/or solutions, and where the requirement is for the most comprehensive level of service with the very highest priority and responsiveness to support and protect your business needs.

Prime Plus Support includes the following services:

Helpdesk Services

Our international contact center is available 365 days a year, 24 hours a day to log your call and begin the support process. Our contact center ensures that your issues are tracked and handled with the attention you deserve.

24x7 Emergency Telephone Support

Access to Grass Valley's worldwide technical support staff 24x7 for any critical issues.

Email and Web Support

Create support cases using our dedicated support email and web access forms. All cases created are monitored and responded to 24x7.

Portal Access

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Software Updates

Access to the latest software updates for your products, including maintenance releases, feature enhancements and improvements.

Advance Exchange Hardware

When availability and timely delivery of parts are critical, Grass Valley

meets the need for immediate access to replacement parts. Leveraging on our best-in-class logistics service and worldwide warehouse locations, we'll get you the parts you need when you need them.

Remote Dial-In Support

Using secure connections, our Technical Support staff will be able to remotely dial-in to your system to expedite any troubleshooting should it be needed.

On-site Support

Providing up to six site visits per year to help resolve any critical issues.

Quarterly Service Reviews

Customers receive quarterly service reviews to discuss the latest software versions, target KPI achievement and the progress on any ongoing technical issues.

Options

Customers may add the following options for an additional fee:

- Site spares management service
- Consulting services and/or dedicated on-site engineers
- Should your Grass Valley solution include elements of third-party products, we will manage all interactions with those third parties to deliver the support you need

Support Feature	GV Care Prime	GV Care Prime Plus
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PROFESSIONAL SERVICES

Define and Deploy Solutions for Your Broadcast and Production Systems

Grass Valley experts bring the depth of knowledge, industry experience and technical expertise to help you define and deploy broadcast and production systems and solutions.

Grass Valley brings over 50 years of worldwide experience rooted in delivering products and solutions for news, live sports, entertainment and playout. A rare combination of industry insight and functional expertise gives Grass Valley Professional Services the ability to help customers plan, design and manage their operational environments. With a complete set of services ranging from system architecture and workflow design to performance optimization and educational services, we utilize a consistent methodology to put plans into action.

The broadcast industry has been in a state of transition for more than a decade. Adoption of tapeless workflows, HD as the norm rather than the exception, and an increasing number of consumption channels have all created new challenges for broadcasters. Identifying relevant solutions to move forward requires understanding your needs, collaborating with your teams, paying attention to the details and aligning system architectures. Whatever the need — sports, news or multiple channel operations — Grass Valley is here to help you get the most out of your people and technologies. We've worked side-by-side with customers around the world to understand their goals, their needs and their technologies. The knowledge gained allows us to define solutions to address today's challenges and prepare for tomorrow's opportunities.

Your Goals — Our Priority

Grass Valley offers a full suite of professional services — all designed to allow you to capitalize on your existing technology investments while facilitating your roadmap for future opportunities. Not only are effective operations critical to success in the day-to-day delivery of media to consumers, they are the foundation for enabling new business models. Grass Valley can provide you with:

- **Expertise:** Insight borne from real-life experience facilitating system architecture and implementation to fulfill customer requirements. We have in-depth knowledge of a wide variety of operational environments from stable, fixed locations to special events requiring flexibility in place and time.
- **Predictability:** Our focus is your success. Our proven methodologies allow us to plan and deliver the systems and/or solutions required to help you achieve your goals in a cost-effective and timely manner.
- **Operability:** Ease of use and overall manageability can make or break the effectiveness of broadcast operations. We work with you to understand your needs — providing the design, technologies and training to optimize your environment.
- **Planning:** Whether preparing for a quadrennial sporting event, a daily news program or resolving system performance issues, planning is critical to success. We are ready to share our knowledge to help you succeed, whatever the challenge...whatever the goal.

Key Features

- Unequalled depth of industry knowledge and technical expertise
- Over 50 years of worldwide experience
- Consistent global methodologies
- Strategic partnerships
- Complete set of services:
 - Strategic advice
 - System architecture
 - Workflow analysis & design
 - Project management
 - Integration & implementation
 - Performance optimization
 - Technical & operational training
 - Educational services
- Address today's challenges and prepare for tomorrow's opportunities
- Best practices for news, live production and playout

Define Your Optimum System Solution

Grass Valley provides the expertise to establish, streamline and maximize solutions that meet your specific requirements:

System Architecture: Designing a solution that meets customer needs is the focus of our experienced Grass Valley designers and engineers. They capture business and technology needs while applying their industry knowledge and technical experience to design systems and workflows to meet these goals.

Workflow Analysis & Design: An integrated, streamlined workflow that provides flexibility and reliability is your path to achieving operational efficiency. Grass Valley designers and engineers work with your team to define your functional needs, user roles and responsibilities, interaction between users and systems, and business objectives. The result is an optimized workflow designed to enhance your processes to ingest, manage, store, manipulate and distribute your content.

Multichannel Distribution & Planning: The increasing need for content distribution to mobile and web-connected devices presents new challenges for content owners. Grass Valley's team of experts works with you to identify options for efficiently managing, transcoding, repurposing and distributing content. We will also help you to exploit business opportunities, create business cases, as well as implementation plans.

Optimization Services: Maximizing the performance of your systems is a constant challenge. Many factors can impact performance, productivity, and budget. Grass Valley provides a suite of services and solutions to optimize technology and processes to deliver high-performance workflows. This includes archive solutions that ensure your assets are secure from unwanted intrusion, while being accessible to those people who need them.

Operational Assessment: Your operations need to be fine-tuned to allow you to work effectively in a fast-paced, time-sensitive environment. Grass Valley brings the insight to audit and validate the functionality and security of your systems, streamline software updates or upgrades and prepare for integration of new products or solutions.

Live Event Preparation: Planning for live events requires meticulous attention to detail. Grass Valley's goal is to help you to plan, design and implement solutions that allow you to capture the action — on the field or on the stage — as it happens. Whether it's a full technical design for an on-site broadcast facility, remote operation across the street or across the globe, camera positioning and setup, high-speed and reliable content handling, or streamlined workflows, Grass Valley taps into its vast experience in covering sports and entertainment events around the world to get the job done.

Grass Valley project managers and engineers are available to address your needs across the entire media lifecycle, to help you simplify, streamline and maximize your assets.

Grass Valley is your partner to implement, integrate and educate:

Project Delivery: Grass Valley project managers and engineers adhere to consistent methodologies to capture and plan project specifications, resources, schedules and budgets. Our Customer Success Delivery team works alongside your team to manage end-to-end projects ranging from hardware and software configuration, on-site implementation, testing and training. Whether installing a single camera or building an international broadcast center, our role is to ensure the success of your deployment from start to finish.

System Integration: Our project managers and systems engineers leverage their knowledge of Grass Valley products with extensive field experience to deploy your systems. Whether installing a single product into an existing environment, or a complex integration of an end-to-end workflow (including third-party products), Grass Valley engineers follow tried and tested methodologies. Through collaboration with other product vendors and the knowledge and experience of our global team of engineers, Grass Valley can ensure a robust and stable integration.

Technical Commissioning: Grass Valley helps protect your investment by providing the initial setup of products and systems. Our engineers provide the experience, product knowledge and skills necessary to validate technical solutions. Our goal is to help you optimize and ensure product and system performance.

StartPRO Product Commissioning: Ensure product performance before you go live. Using a product-specific, multi-point checklist, our field service engineer will travel to your facility to verify that your products have been properly installed, configured, and connected to your network. This detailed system check also includes verification of cabling, software and firmware versions, network configuration, and a final product overview for your technical staff. StartPRO commissioning can also help you with upgrading and expanding your existing systems.

Training: Grass Valley University is your destination for accessing online and training center schedules as well as learning more about scheduling on-site training at your facility. From product specific courses to industry best practices or workflow design, Grass Valley provides a broad curriculum of online and classroom courses, documentation and other educational resources.

Grass Valley provides a full range of services to address your needs at any point in the strategy, planning, design or deployment process. These services are aligned with your needs across the full media lifecycle. From designing customized workflows and planning for live events, to developing effective archive solutions, Grass Valley brings the breadth and depth of experience to help you maximize your investment.

HEALTH CHECK

Support Preventative Maintenance

Health Check assessment for your Grass Valley system and products.



What is a Health Check?

A Health Check is a comprehensive evaluation conducted by a qualified engineer across all relevant equipment and systems. Key details — such as condition, configuration and serial numbers — are documented to provide an accurate audit baseline, enabling a clear understanding of overall system health prior to the implementation of a Support Agreement (SA).

Support Preventative Maintenance offers Grass Valley expertise to help ensure systems operate efficiently across a range of environments, including OB trucks, automated playout, news production and network centers. These services focus on optimizing the lifecycle of Grass Valley equipment while identifying potential operational risks.

Grass Valley Customer Support provides a structured approach to successful ownership and operation of Grass Valley solutions. A Preventative Health Check forms a key component of the available support options.

Prior to delivery, a Technical Account Manager (TAM) or Support Manager defines the scope and objectives of the Health Check, ensuring alignment with business and operational requirements and maximizing the value of the engagement.

A Grass Valley Support Engineer is then scheduled to perform the on-site check in accordance with the pre-agreed Health Check procedure.

Where risks or issues are identified, these are documented within a detailed report. This includes findings, recommended remediation steps and guidance to improve operational performance, resolve existing issues and mitigate future risks.

Key Benefits

- **Improved Stability:** A Health Check performed by a Grass Valley Support Engineer provides an assessment at that time based on product, system and support knowledge. It enables informed actions that enhance system stability and support the long-term performance of Grass Valley equipment.
- **Operational Resilience:** System performance is directly linked to equipment health. A Health Check delivers valuable insights and knowledge that support the development of processes for maintaining continuity and recovering operations in the event of failure.
- **Enhanced Support Engagement:** Health Checks improve visibility of Grass Valley support services, products and available resources. This enables more efficient operations and better alignment between technical environments and business objectives, resulting in a streamlined and optimized system.

Preventative Maintenance Options:

✓ **Preparation**

Discussion of your Grass Valley products and system to create the Health Check schedule and goal with your team.

✓ **Review previous issues**

Check status of historical and existing cases, including logistics processes for spares and shipping.

✓ **Configuration checking**

Review network topology, device settings and control system setup.

✓ **System tests**

Signal path — input and output checks with software version and license options review.

✓ **Spares audit and upgrade**

Power on all on-site spares — check versions and licenses.

✓ **Backup procedures**

Database, server, client, VM — media, storage and frequency.

✓ **Maintenance best practice**

Mechanical and electrical preventative best practice — i.e., fans, heat, alarms and warnings.

✓ **Grass Valley support process**

Customer portal and technical handling case process.

✓ **Preparation for support contract start**

Grass Valley can meet your business needs, with details on operations, available services, contract start date, contact methods, and the customer portal all outlined in the welcome pack.

HYPERCARE SERVICES

Specialized Event Support



Hypercare is Grass Valley's enhanced support offering, designed to safeguard the delivery of high-profile and business-critical productions.

Hypercare provides a tailored layer of assurance beyond standard support agreements, ensuring the appropriate expertise, coverage and responsiveness are aligned to the specific needs of each event or production.

What is Hypercare?

Hypercare is a bespoke, event-focused support service that extends beyond standard SLAs to deliver:

- Dedicated support resources
- Priority response and escalation
- Proactive system monitoring
- Flexible, event-aligned coverage

Each engagement is uniquely designed based on production requirements, operational complexity and criticality.

Hypercare is designed as a fully customizable service. Engagements can range from lightweight enhanced support through to fully managed, always-on operational coverage with dedicated resources providing hands-on operational assistance.

Key Benefits

- ✓ **Guaranteed Support Availability**
Dedicated, named engineers or small event-focused teams assigned to specific events, ensuring consistent expertise and no contention with other service activities.
- ✓ **Pre-event Readiness**
System validation, line-up checks, and operational readiness activities prior to go-live.
- ✓ **Rapid Response & Escalation**
Accelerated response times with access to experienced specialists and direct escalation paths within the Customer Success team.
- ✓ **Proactive Issue Prevention**
Continuous monitoring and system health checks to identify and resolve issues ahead of impact.
- ✓ **Flexible Delivery Model**
Support delivered on-site, remotely or through a hybrid approach.
- ✓ **Event-Aligned Coverage**
Service hours tailored to production schedules, including office hours, extended coverage or 24/7 shift models.
- ✓ **Loan of Spare Hardware Parts**
Access to spare hardware parts on a loan basis to minimize downtime and support uninterrupted operations.

PROOF OF CONCEPT

Tailored Solution Validation

A Proof of Concept (PoC) is Grass Valley's structured approach to demonstrating how a solution performs in the context of a customer's real-world workflows, systems and operational requirements.

Moving beyond standard demonstrations, a PoC provides a controlled, firsthand environment where key workflows are configured, integrated and assessed. This ensures the solution delivers practical value before full deployment.

What is a Proof of Concept?

A Proof of Concept is a focused, limited-scale implementation that demonstrates how Grass Valley solutions operate within your specific ecosystem.

It goes beyond pre-sales demos to deliver:

- Tailored workflows aligned to customer requirements
- Integration with existing systems and infrastructure
- Direct validation using real content and processes
- Defined success criteria and measurable outcomes

Each PoC is delivered as a scoped professional services engagement, ensuring clear objectives, governance and value.

PoCs are intentionally controlled in size and scope. They are not full deployments or performance tests, but targeted exercises designed to prove capability.

Delivery Approach

Grass Valley PoCs are delivered through a structured, professional services-led approach:

- ✓ **Defined Scope & Statement of Work**
Clear objectives, workflows and success criteria agreed up front, ensuring alignment and control.
- ✓ **Scaled Environment**
Deployment in a contained cloud, hybrid or on-premises setup using a minimal, fit-for-purpose footprint.
- ✓ **Tailored Workflow Design**
Configuration of a limited number of representative workflows (e.g., ingest, edit, transcode, delivery).
- ✓ **Customer System Integration**
Connection to existing storage, archive, or production systems to validate real-world operation.
- ✓ **Project Governance**
Delivery supported by Project Management and Professional Services expertise to ensure successful execution.

Key Benefits

- ✓ **Real-World Validation**
Demonstrates how the solution performs within a customer's actual environment, workflows and infrastructure.
- ✓ **Reduced Risk**
Identifies challenges early and validates technical and operational assumptions before full deployment.
- ✓ **Faster Time to Production**
Reusable workflows and configurations accelerate transition from PoC to full implementation.
- ✓ **Tailored to Customer Needs**
Each PoC is designed around specific use cases, ensuring relevance and practical value.
- ✓ **Flexible Engagement Models**
Available in scalable packages (e.g., small, medium, large) to suit different organizational needs and budgets.

SYSTEM CONSULTANCY

In an increasingly complex broadcast and media landscape, delivering high-performance, future-ready solutions requires more than just technology — it demands insight, experience and strategic alignment. Grass Valley provides a System Consultancy service that is designed to help broadcasters, content owners and media organizations navigate this complexity with confidence.

We provide expert guidance across the full lifecycle of broadcast and media systems, from initial concept and complex design through to implementation and optimization. Whether you are building new capabilities, modernizing legacy infrastructure or adapting to evolving industry standards, our consultancy ensures that your technology investments are aligned with your business objectives.

At its core, our System Consultancy offering focuses on translating operational needs into robust, scalable and efficient solutions. We take a partnership approach, working closely with stakeholders to understand workflows, technical requirements and commercial drivers. This enables us to develop tailored strategies that balance performance, flexibility and cost-effectiveness.

Delivering Measurable Value

Our System Consultancy service is built on practical experience within real-world broadcast environments. We combine strategic thinking with hands-on expertise to deliver solutions that are not only technically sound, but also operationally effective.

By partnering with us, you gain access to a team that understands the challenges of balancing cutting-edge technology with modern media delivery — helping you reduce risk, accelerate deployment and build systems that are ready for the future.

What We Offer

✓ Requirements Definition & Analysis

We collaborate with your teams to capture and adopt technical and operational requirements, ensuring a clear foundation for system design and delivery.

✓ Solution Architecture & Design

Our specialists design end-to-end system architectures that are resilient, scalable and aligned with industry best practices, covering areas such as IP-based workflows, cloud integration and hybrid infrastructures.

✓ Technology Evaluation & Selection

Leveraging deep market knowledge and operational experience, we assess technologies and partner alliance vendors to identify the best-fit solutions for your specific needs, supporting informed decision-making.

✓ Workflow & Process Optimization

We analyze existing operations and identify opportunities to improve efficiency, streamline workflows and enhance overall system performance.

✓ Standards & Compliance Advisory

Our team ensures that solutions align with relevant industry standards and regulatory requirements, reducing risk and supporting long-term interoperability.

✓ Implementation Strategy & Roadmapping

We define clear, actionable roadmaps that guide your transformation journey — minimizing disruption while maximizing value.

✓ Assurance & Technical Governance

Acting as a trusted advisor, we provide oversight to validate customer designs, monitor delivery quality, and ensure alignment with agreed objectives.

This product may be protected by one or more patents. For further information, please visit: www.grassvalley.com/patents

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