Disguise Essentials

Core Components of Disguise Essentials

SET UP

Our expert team will be on site to set up your system so its perfectly optimised in line with your design.

GO LIVE

We will assemble a team fully focused on ensuring your show, shoot or install runs smoothly.

ALWAYS ON

Get peace of mind with our always on support service. We'll be there all-year-round to help you deliver the Impossible.
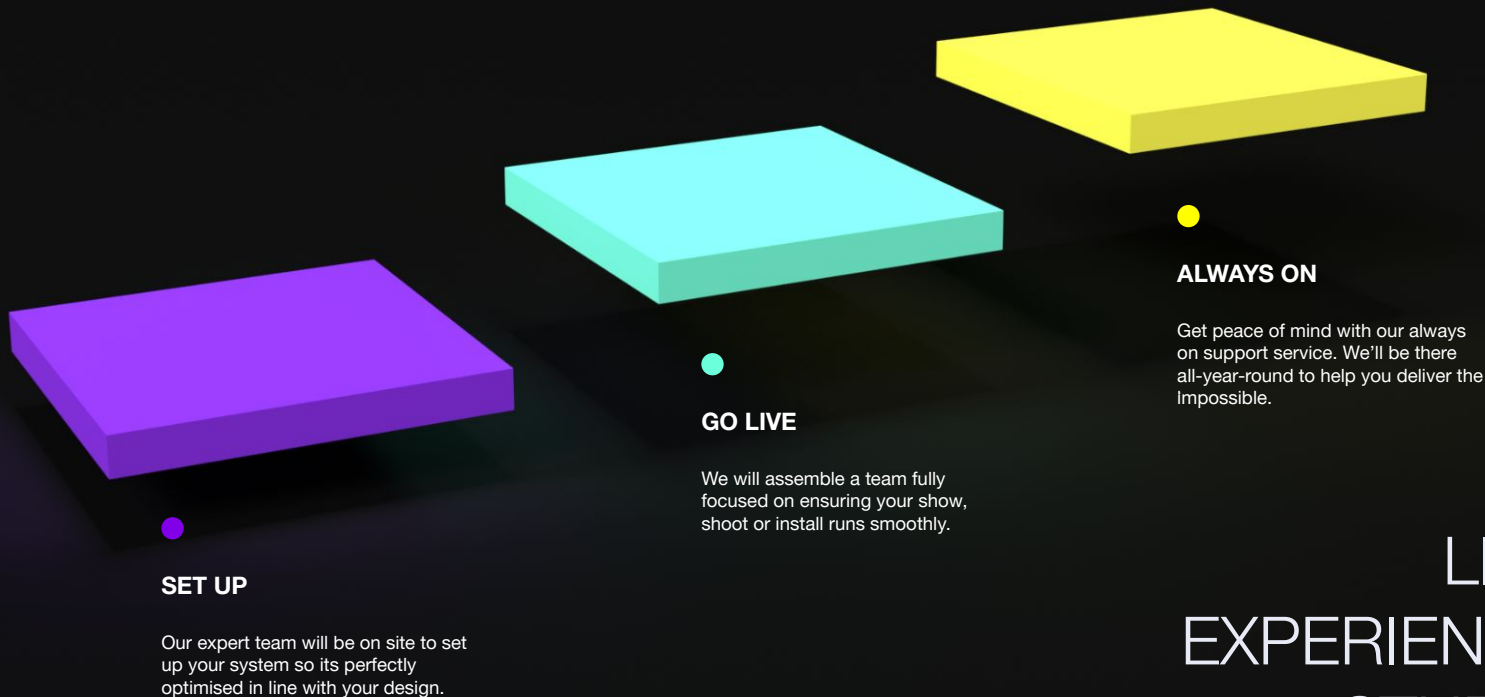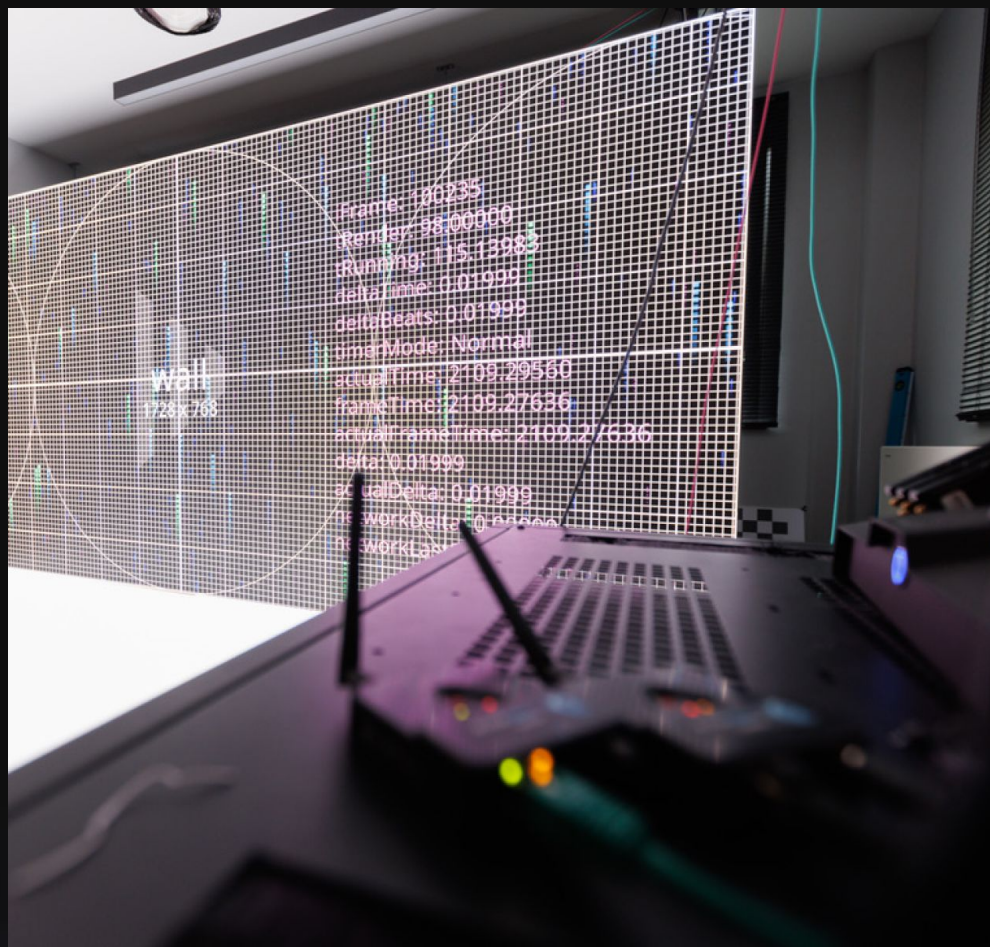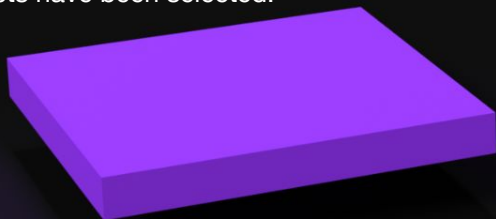
LIVE /
EXPERIENCE /
STUDIO /

Set Up

We will come on site and make sure your system is perfectly optimised, and ensure your team is ready to deliver.

Included in Set Up:

- System will be set up and delivered against your project scope
- Team will be there for
    - One load in day
    - First day of your production
- Set Up on site days
    - 7 days on site and remote for "Live"
    - 5 days for "Experience"
    - 15 days for "Studio"
- Extra days available at a reduced rate
 **Only available on systems where Disguise validated 3rd party products have been selected.

Go Live

Your dedicated team will ensure you hit the key moment in your show, shoot or install and everything runs perfectly.

Included in Go Live:

- Full support for your show or shoot.
- Support with content and pre-production workflows
- Go Live on site days
    - 5 days on site and remote for 'Live'
    - 8 days on site and remote for 'Experience' and 'Studio'
- 24/7 Dedicated Slack channel during the project
- VPN access for remote control where permitted
- Extra days available at a reduced rate
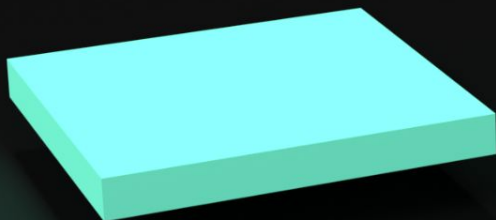
Always On Support

With our Always On support we will support you all year round to help you deliver the impossible with confidence.

Included in Always On:

- Dedicated Customer Success Manager
- 24/7 Slack channel with Disguise experts
- Unlimited remote support
- 15 days on site support per year
- VPN for remote access where permitted
- Extra days available at a reduced rate
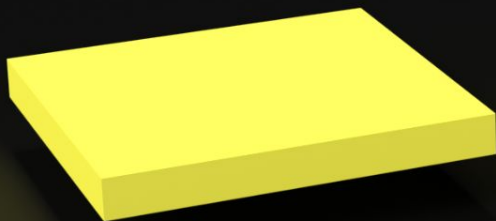
Advanced Support

If your production requires an additional level of support, we'll have a consultation to understand your requirements and tailor a package to suit your needs.

- Advanced support for Set Up and Go Live
- Extra days on site with our specialist Disguise team
- Further training for your team