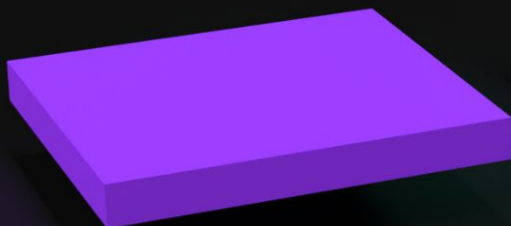
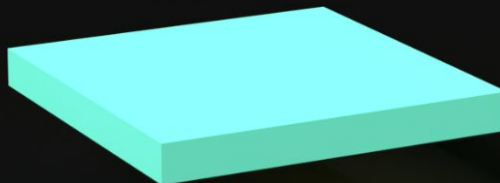


# Core Components of Disguise Essentials



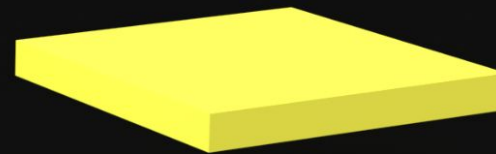
## SET UP

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.

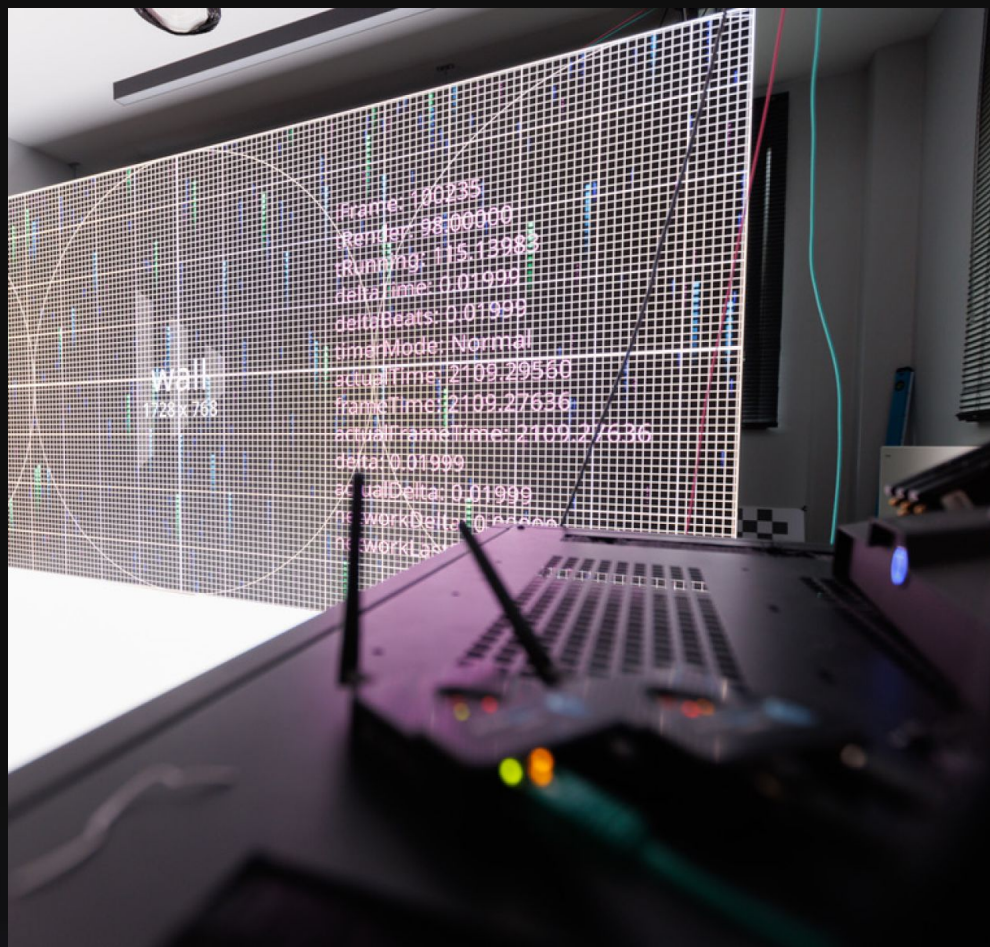
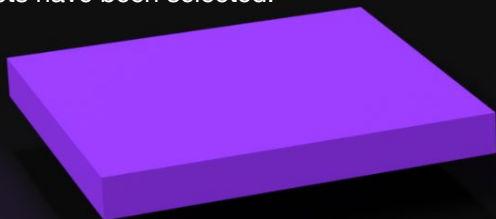
LIVE /  
EXPERIENCE /  
STUDIO /

# 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.

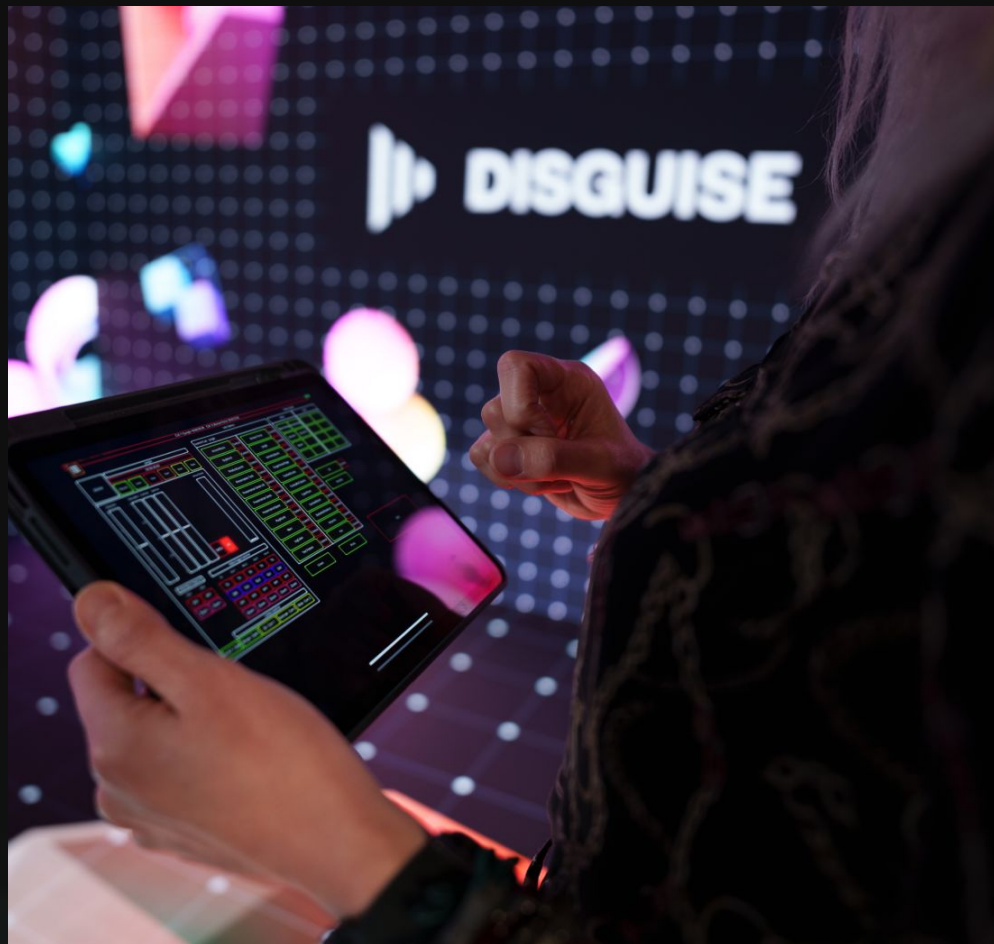
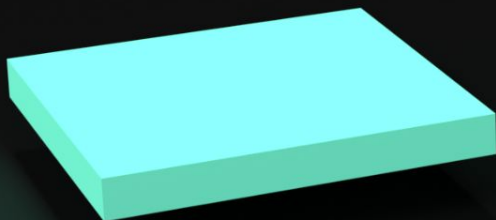


# Go Live

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' and 'Experience'
  - 8 days on site and remote for 'Studio'
- 24/7 Dedicated Slack channel during the project
- VPN access for remote control where permitted
- Extra days available at a reduced rate

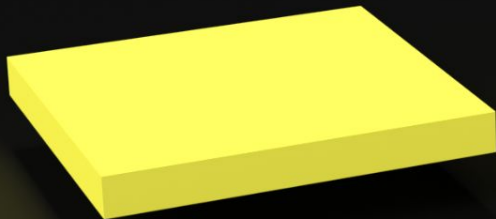


# Always On Support

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

