

Filmworkz[®]
Create Incredible



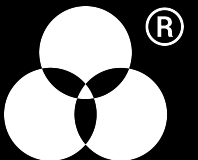
GET READY

FOR INCREDIBLE

WE TAKE YOUR INVESTMENT IN US INCREDIBLY SERIOUSLY AND IN RETURN

our teams work hard to support you. We make sure we deliver regular updates and features whilst keeping you at the front of the queue for new products so you can focus your time on creating incredible. You'll find our support structure simply explained on the following pages and you can always ask Juno any questions you may have...

JUNO



SUPPORT EXPLAINED

JUNO, YOUR FIRST PORT OF CALL, 24/7 IMMEDIATE RESPONSE, FAST-TRACK ACCESS TO SUPPORT, DOES THE HEAVY LIFTING

You'll be part of our network of some of the finest creators on the planet where you can easily access all the support, knowledge, and learning you need to improve your workflows and boost your outputs

CLASSROOM

Education, education, education! Learn from the best in our FREE Classroom webinar sessions, access our FREE online resources and even schedule personalised training sessions* to make sure you're optimising the full power from our platforms and tools.

Our Support customers receive a FREE 1 on 1 annual consultation and workflow audit demonstrating how to get the best from our tools, optimising your workflows and turbocharging your outputs 1 on 1 and group training Sessions can be arranged with a Master Trainer and are chargeable.

MORE



BUT THERE'S MORE

LATEST UPDATES

Make sure your software stays up to date with the latest release which will include new features, bug fixes and any new products you qualify for, you can get all updates by just asking Juno.

SUPPORT TICKETING

Support Customers can raise any issues in Juno, if an answer can't be provided there & then, verified support customers will receive a trackable ticket and we'll be in touch. After some initial analysis, we will agree business impact and therefore the response times in line with the SLA, and get on with finding you a fix. 3

REMOTE ACCESS SUPPORT

Got a Problem? One of our team can remotely login and diagnose your problem in a flash

JUNO

TALK



AND EVEN MORE....

A full-page background image featuring Leonardo DiCaprio in a dark pinstripe suit, speaking into a microphone and gesturing with his hands. He is in the foreground, slightly to the right. In the background, a blurred audience of people in business attire is visible, some with their hands raised, suggesting a conference or presentation setting.

1 TO 1 SESSIONS

One on one annual consultation and workflow audit demonstrating how to get the best from our tools, optimising your workflow and turbocharging your outputs.

FREE LICENCE TRANSFER

If you need to transfer your existing perpetual license to a new host, we'll issue you with a new license from our online license server, giving you full control for future transfers using the FLM.

REPLACEMENT PARTS

If your hardware goes down, it can stop you in your tracks. Our customer success team can get spare parts out to you, so you don't miss a beat.

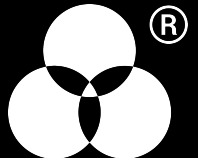
HARDWARE



WHAT'S RIGHT FOR ME?

GOOD QUESTION! TO MAKE IT EASY LET'S SHOW YOU IN OUR NIFTY SUPPORT MATRIX

	SUBSCRIPTION	SUPPORT
JUNO - AI ASSISTANCE	✓	✓
FW CLASSROOM	PAID OPTION	✓
LATEST UPDATES	✓	✓
SUPPORT TICKETING		✓
REMOTE ACCESS SUPPORT	PAID OPTION	✓
1 TO 1 SESSIONS	PAID OPTION	✓
FREE LICENSE TRANSFER	✓	✓
REPLACEMENT PARTS		PAID OPTION



WANNA KNOW MORE?

[SALES](#)

[JUNO](#)

[WEBSITE](#)

