

MainConcept SDK Customer Support

May 2022

INTRODUCTION

The MainConcept SDK is a comprehensive AV codec library for rapid development of media solutions that require video and audio encoding, decoding, packaging as well as streaming support. Our SDKs enable industry standard codecs - such as HEVC/H.265, AVC/H.264 and MPEG-2 – as well as support for next generation video standards like MPEG-DASH and Apple HLS, and support for professional camera formats including AVC-Intra, and XAVC.

Whether you are developing a cloud service, a server application, a software player, or a live streaming product, with MainConcept's world-class support, extensive codec library and professional SDK components you'll be prepared for even the toughest multimedia processing needs.



This document describes all tools we make available for your engineering and product team to quickly learn MainConcept SDK technologies and assist during development of your product.

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OVERVIEW

Once you've agreed to evaluate a specific MainConcept SDK, you'll automatically receive our Getting Started Kit, which includes product details, use case examples of existing customer applications and instructions on how to integrate our codecs using the MainConcept API.

Each evaluation includes 60 days of free technical support, giving you access to MainConcept's industry leading customer care team, located across the globe. With this dedicated MainConcept engineering support team behind you, codec level tuning and integrating MainConcept Technology will go much faster, reducing technology risk and speeding up your time to market – That's what the MainConcept Promise is all about!

SUPPORT OPTIONS AND FEES

Many MainConcept customers decide to continue using our support after the evaluation period has ended. We provide a variety of economical options for upgrading your support, whether you need more time to evaluate, or need assistance with integration after deciding to license our SDKs.

	STANDARD	PREMIUM
EVALUATION SUPPORT		
To help you test and try the MainConcept SDK components for the purpose of your product. Starts after downloading the evaluation SDK.	Free of charge; 60 days	n/a
INTEGRATION SUPPORT		
To help your programmers integrate the MainConcept SDK components into your application or service.	\$3,500; 6 months	\$8,000; 6 months
LICENSEE SUPPORT		
To guarantee a smooth launch of your product. Starts after signed license agreement with MainConcept.	Included; 3 months	n/a
MAINTENANCE & SUPPORT		
For continuous updates with improvements and fixes that may be required during your product life cycle in the field.	Greater of \$3,500 or 18% of yearly license fee; 12 months	Greater of \$8,000 or 25% of yearly license fee; 12 months

STANDARD SUPPORT

Signing up for our professional Standard Support option reduces project risk during your product development. The MainConcept Customer Care team is available to assist your engineering team on product questions, integration and tuning as well as coding.

Standard support is done via email following the first-come, first-served policy. In any case the response time shall not be more than forty-eight hours but is usually less than that.

The MainConcept Customer Care team is available in English and Japanese language.

PREMIUM SUPPORT

For larger customers we offer premium level support, depending on your level of integration or support needs. In addition to standard support this option can include the following premium services:

ASSIGNED SUPPORT PERSON	Single point of contact for any kind of technical or product requests
SAME OR NEXT BUSINESS DAY RESPONSE	Targeting the same business day when the request was received by MainConcept
SHARED ISSUE TRACKING LIST	Google docs / Excel spreadsheet / Trello for all issues and status with constant updates and priorities by both sides
HIGHER PRIORITY FOR FIXES OR FEATURE IMPLEMENTATION	Bug reports and feature requests are scheduled with higher priority than regular customers
ROADMAP INSIGHT	Frequently sharing and exchanging product plans and roadmap in order to align mutual release schedules
PERIODIC CONFERENCE CALLS	Daily/weekly/monthly conference call with support contact, may also include sales and/or product management
AVAILABILITY ON THE PHONE / SKYPE	Personal data is shared, so that customer can reach Technical Support Engineer any time
ON SITE MEETINGS	Engineering visits to customer office or MainConcept development center. This may require additional costs.
CUSTOM SDK BUILDS	Custom builds of SDK components as static builds, custom SDK packages or by different compiler tools
REGRESSION TEST SUITES	Installing, running, updating and constantly checking the state of customer's regression test tools at MainConcept side before delivering updates
CUSTOMER PRODUCT TESTING	Regression testing of customer's application at MainConcept to verify or reconstruct test cases
SAMPLE CODE WRITING	Programming help on sample code pieces, modify or write a sample code suitable for customer's task

SUPPORT PROCESS

You can reach the Customer Support team by sending email to customer.care@mainconcept.com. The MainConcept Customer Care team has local representatives in most major time zones, so once your support technician is assigned, we can respond to your needs quickly, which saves you time and hassle.

New tickets are assigned to the next available team member or will be picked up based on the type of technical request by the person with most experience in this technology.

Each new support request email sent to MainConcept Customer Care is automatically assigned a unique ticket reference number and logged in our database. You'll receive an auto-response confirmation email containing your unique ticket ID in the email body. This case number ID assists our team in organizing and tracking each issue, so all of our customer care technicians can share updates and progress for your specific need.

EXAMPLE: MAINCONCEPT SUPPORT TICKET

From: <use your official business email address>

Subject: <give the request a clear and unique description>

Body:

<provide as much of the below information>

- list all MainConcept SDK components that you use in the scenario of your request including platform and version
- list potentially 3rd party components that are working together with MainConcept SDK components
- describe the scenario of your request detailing how the components mentioned above are working together
- describe what is the result you are seeing
- describe the result that you are expecting
- include code snippet or sample application that demonstrates an issue
- include screenshots to demonstrate an issue more visually
- Provide sample streams to reproduce the issue if possible

UPDATES AND UPGRADES

MainConcept continuously improves the main line of SDK products. Our engineering efforts are prioritized to focus on new features, quality and speed improvements as well as bugfixes. This guarantees your products to always stay at the forefront of technology.

MainConcept SDKs follow the official versioning rules: major.minor[.build[.revision]]

PRODUCT UPDATES

MainConcept strives to release SDK updates within the same major version regularly every 6 months. Hotfixes and patches are available even more frequently. There are no new features but constant minor improvements in stability, speed and quality within product updates.

Access to product updates of the same major version is included in Maintenance & Support fee.

PRODUCT UPGRADES

MainConcept usually releases new major versions in a cycle of 12-15 months. Major releases can contain significant quality or speed improvements as well as new features. Also new tool chains like compilers or dependencies may be updated only with a major version upgrade.

Access to a new major release version requires a one-time upgrade fee defined by MainConcept prior to the release and based on the improvements that are included in the SDK components of your license.

SUPPORT FOR END-OF-LIFE PRODUCTS

SDK products that have reached end-of-life status will no longer be improved or updated. Issues and requests reported for such components will be handled at low priority or may even be disclaimed.

The Customer Care team only provides technical integration support for end-of-life products.

Reasons for end-of-life products:

- 1) A component reaches its predefined goal by MainConcept.
- 2) Components can become less relevant in the market which causes MainConcept to shift the strategic focus to other SDK products.

For latest information about end-of-life products please refer to:

<http://www.mainconcept.com/support>

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