

Etere Introduces Support Escalation and New Support Contact

Please note that there is a change in Etere Support contact number. If you are calling from anywhere in the world except Italy, the new number is now +65 69504194. Alternatively, please use +3907339564 if calling from Italy. Etere has also released a new feature that serves to enhance its service level, especially for priority incidents. With this FREE upgrade, users can view the escalation status of incidents directly from the website. All updates are reflected in real-time.



Etere Technical Support Image



Etere logo

With the valued contributions and feedback of our customers, Etere has once again raised the bar to enhance the Etere user experience. Etere introduces a new feature that enables all prioritized incidents to be grouped according to priority and urgency. Once Etere Support has determined that an incident ticket requires escalation and a fast resolution, it will be assigned as a priority ticket and automatically colour coded.

- Green for first level
- Yellow for second level
- Orange for third level
- Blue for fourth level

All priority incidents will be escalated and placed in the priority lane to be analyzed and resolved quickly. Customers on a valid support contract are also able to view incident status and color codes anytime and from anywhere with a simple log in from the reserved area of the Etere website. Simply key in the incident number in the incident management system to view updates and escalation status in real-time.

The dedicated team at Etere Support provides 24/7 worldwide support with direct VPN connection to PCs, Skype support and unlimited troubleshooting. Customers on a valid support contract also gain access to regular software updates. Stay empowered with Etere Support Services that keeps your business running at the forefront of technology!

Change of Support Number

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- Phone: +65 69504194 and alternatively, +3907339564 if calling from Italy
- Skype: etere.etere
- Email: support@etere.com

Please view the attachment for a step-by-step manual on the new feature. For more information, please write to info@etere.com



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About Etere

Etere was established in 1987 in Italy and it is amongst the worldwide leaders in Media Asset Management (MAM) and channel-in-a-box software solutions. Etere Media Enterprise Resource Planning (MERP) framework of scalable solutions are used by media enterprises across the end-to-end workflow. Etere MERP modular software including Media Asset Management (MAM), Airsales, Ad Insertion, Playout Automation, Broadcast Management System, HSM Archive, NRCS Newsroom, Broadcast Management System, Broadcast video over IP, Censorship, Closed Captioning and Subtitle Management are built with an innovative architecture, offering the best flexibility and reliability in the market. Etere headquarters is in Singapore and it has a worldwide 24/7 support.

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