Support Pricing 2026

Escape Technology

Feature / Service	Bronze	Silver	Gold	Platinum
Quarterly Cost	£2,450	£3,950	£6,500	£9,500

Project Time & Availability

Feature / Service	Bronze	Silver	Gold	Platinum
Hours Included Per Month	10	20	40	60
Flex Time Included Per Month (On-site or Remote)	✗	10	20	30
Next Day On-Site Callout	✗	✗	✗	✔

Core Support Services

Feature / Service	Bronze	Silver	Gold	Platinum
Telephone Support	✔	✔	✔	✔
Remote Diagnosis	✔	✔	✔	✔
General Break/Fix	✔	✔	✔	✔
Licensing Assistance	✔	✔	✔	✔
System Monitoring	Monitoring Only	Monitoring + Patch Mgmt	Monitoring + Patch Mgmt	Monitoring + Patch Mgmt
Software Deployment	✗	✔	✔	✔
Consultancy and Check-ins	✗	✗	✔	✔

Advanced Technical Scope

Feature / Service	Bronze	Silver	Gold	Platinum
Renderfarm Troubleshooting (Software rendering issues)	✔	✔	✔	✔
Finishing Solutions (Flame, Baselight, Resolve)	✗	✔	✔	✔
Renderfarm Setup (Config & Deployment)	✗	✔	✔	✔
Complex Software Setup (Centralised Applications, Env Vars, USD)	✗	✗	✔	✔
Pipeline Installation (Prism, Shotgrid)	✗	✗	✗	✔
Pipeline Development (Custom Engagement)	✗	✗	✗	✗

Book a free discovery call

Book call ■