Escape Technology

Support Contracts

Enter

Overview

Escape Technology offers a series of support plans to cover a wide range of scenarios. We operate as a technology partner – not just a help desk.

With our team of experienced senior engineers we're able to assist not only with day-to-day support services, but also give consultancy and strategic advice in order to improve workflows and prevent technical issues from ever occuring.

Whether you're a large VFX post-production house or a four person photo retouch studio, you need to make sure your systems are up and running all the time. And when there's a problem you need to ensure it's fixed with minimal interference to your workflow.

Our solutions are tailored to your needs, catering for the different lifecycle stages of your business. All contracts are quarterly based, allowing you to utilise the different levels of support as you require. Big project coming up? Take Platinum for three months. Have a quiet period? Drop down to Bronze.

Want to know more? Contact our technical or sales teams to find out what we can offer. Or book a free site visit.

support@escapetechnoloy.com

sales@escapetechnology.com

0207 734 8809

Support Pricing 2026

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Feature / Service	Bronze	Silver	Gold	Platinum
Quarterly Cost	£2,850	£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	✗	10 Hours (Total)	20 Hours (Per Month)	30 Hours (Per Month)
Flex Time Usage	N/A	Remote Only	On-site or Remote	On-site or Remote
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 (Plugins & Workflows)	✗	✗	✓	✓
Pipeline Installation (Centralised Servers/Env Vars)	✗	✗	✗	✓
Pipeline Development (Custom Engagement)	✗	✗	✗	✗

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www.escape-technology.com

+44 (0)207 734 8809

sales@escape-technology.com

Book a free discovery call

Book call

Additional Time

Under Support Contract

Onsite

Day rate: £750 +travel and expenses

Half day rate: £400 +travel and expenses

Hourly rate: £100 +travel and expenses

Weekend/bank holiday rate (per day): £1,200 +travel and expenses

Remote

Day rate: £500

Half day rate: £300

Hourly rate: £90

Weekend/bank holiday rate (per day): £1,000

Standard Non -Contractual Pricing

Onsite

Day rate: £950 +travel and expenses

Half day rate: £500 +travel and expenses

Hourly rate: £150 +travel and expenses (Note:there is a half day minimum charge)

Weekend/bank holiday rate (per day): £1,400 +travel and expenses

Remote

Day rate: £700

Half day rate: £450

Hourly rate: £100

Weekend/bank holiday rate (per day): £1,200



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Additional Services

Pricing after consultation.

- **TPN Accreditation Support/Guidance (Digital Security)**
  The application is made from a company employee after which, an Escape Technology network specialist would evaluate the current status and work through each of the digital security questions until accreditation is obtained. Where investment is required, the customer will be advised on best solutions.

- **Full Network/System Design**
  Escape Technology has high-level networking engineers who can design and implement the most efficient and cost effective solutions for VFX/post production/architectural businesses. The service includes full design, documentation, diagrams, BOM, SOW, full testing, and QC.

- **Remote Working set up**
  Our engineers are experts in setting up artists working from home. We have set up entire facilities to be able to work as if they are in the studio, all using central storage, license server, plug-ins, and working collaboratively.



Colourimetry for Film &TV

Broadcast monitor/projector calibration

First display (London): £250
Subsequent displays: £50

Please note: multi-standard monitors (such as the Sony X300 and X310) will be treated as multiple displays if HDR/rec.709/DCI-P3 preset calibrations are required.

LUT building for accurate picture reference, particularly with domestic displays, profiling and generating LUTs may take longer than a monitor calibration therefore pricing after consultation.

Equally at home in Rec.709 environments as well as Rec.2020/P3/HDR for both film, VOD and TV.

Matching on-set monitors to studio lights and cameras.



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Full System Design/ Facility Move

Full design, installation, and integration service.

Technical paperwork (diagrams, schedules) as well as project documentation (RAMS, Scope of Works, etc.) and budget tracking including purchase order/invoicing process.

All wiring technicians and engineers provided as well as integrated cabling.

Additional kit setup, installation and testing (if required and after customer sign-off).

Full testing and QC completed.



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