

Triple Audio & Audisi together as ONE Collaboration Q&A

Working with Audisi ONE after Januari 1, 2024

The most frequently asked questions answered below.

Agreements

I currently have a license agreement with Audisi;

1 how to proceed after January 1, 2024?

The license agreement for utilising software shall remain in place. The agreements regarding support and updates will be managed by Triple Audio from 2024 onwards. For these, you will receive a new proposal.

I do not have an update contract, but I would like for my system to be updated.

2 How may I receive the latest updates?

Contact Triple Audio and ask for a quotation for updates (and support) of the Audisi product. A proposal will be tailor-made based on your needs, after which you can continue working with the latest updates.

I have an agreement with Audisi;

3 will I automatically become customer of Triple Audio after January 1?

Yes, any existing agreements and obligations with Audisi will be transferred to Triple Audio. We will propose a new agreement for this; upon approval, you will automatically become a customer of Triple Audio.

I'm already a customer of Triple Audio;

4 can I expand my current agreement with support for Audisi?

Yes, contact Triple Audio and ask for a quotation for the desired expansion. The existing agreement will then be modified to the newly desired situation.

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Migration

5 I work with other broadcast software but would love to migrate to the ONE platform; what should I do?

A migration plan has been established for transitioning to the ONE platform. Please contact Triple Audio to swiftly and easily bring your migration to fruition.

6 My current lease contract is about to expire; could I transition to the ONE platform?

A lease contract can seamlessly be converted into an agreement for the ONE platform on expiration. Contact Triple Audio for the migration plan and any further information.

Contact

7 I require support; whom can I contact?

Triple Audio is the contact point for support on Audisi products. The existing service number of Audisi has been redirected to the Triple Audio Support line. Of course, you may also contact Triple Audio directly by calling +31 30 2217788. Triple Audio also offers a service agreement for 24/7 support.

8 Whom should I contact for expansions or changes to my current setup?

From January 1, 2024 onwards, all communication about Audisi products will take place through Triple Audio. Contact Triple Audio and we will create a suitable quotation.

Will there be a joint newsletter?

9 How can I sign up to this?

Yes, there will be a joint newsletter, you can sign up to this through the footer of the Triple Audio website or by sending an email to info@tripleaudio.nl.