



BOSCH

Invented for life

Bosch Software Assurance

www.boschsecurity.com

Keeping your security system in good shape

Bosch Software Assurance offers comprehensive software maintenance and support service options for your Bosch Software.

Bosch Software Assurance is available in two options.

Bosch Software Assurance GO is our basic software maintenance and support offering. It is automatically included for all software products, without additional costs. All our customers benefit from our Security Knowledge Base and have access to hotfixes. The Security Knowledge Base allows you to gain detailed product insights, providing you with extensive technical literature.

Bosch Software Assurance PRO is our premium software maintenance and support service offering. It includes our Bosch Software Assurance GO, plus several features enabling you to take advantage of the latest software and performance enhancements.

With continuous launches of new sensors, e.g. IP cameras and the need to comply with the latest IT standards,

regular updates are essential. With Bosch Software Assurance PRO, you can relax knowing you are always entitled to add the latest software enhancements to your system. This includes minor and major software releases.

Moreover, it also ensures full technical support via e-mail and phone and the right to request hotfixes.

Video data is often highly critical and sensitive, and as more and more devices get connected, data security is more important than ever. Therefore, Bosch Assurance PRO provides regular updates and security patches to keep your system up-to-date and secure.

Bosch Software Assurance - Overview of GO and PRO

	Assurance GO	Assurance PRO
Access to the Knowledge Base	●	●
Access to the Security and Safety Academy	●	●
Bosch Security Advisories (PSIRT)	●	●
Device compatibility	Cameras released within two years after the release of your BVMS version*	Compatibility with all new Bosch cameras
Technical support services during system commissioning (only within 90 days from initial activation):		
<ul style="list-style-type: none"> via phone via email remote support 	● ● ●	● ● ●
Technical support services (after system commissioning):		
<ul style="list-style-type: none"> via phone via email remote support 	- - -	● ● ●
Requesting patches and hotfixes	-	●
Software upgrade to the latest release(including all new functionalities)	-	●
Data Security improvements with next software releases	-	●

* More information in the [Knowledge Base](#)

How can I be covered by Bosch Assurance PRO?

- ▶ To benefit from Bosch Software Assurance PRO, you need to order a **Software Maintenance Agreement (SMA)**
- ▶ To place the order, please contact your local Bosch dealer
- ▶ You can buy the SMA for a new or existing system, it is valid for one year, but can be extended to up to five years by increasing the quantity of the SMA items
- ▶ The annual fee of the SMA is 12% of the license fee of the system

Key benefits of Bosch Software Assurance PRO



Long term technical support

Telephone and e-mail support, as well as remote support for most efficient handling of your issues.



Compatibility with new cameras and latest IT standards

Compatibility of your software with any new Bosch camera and the latest IT infrastructure such as operating system, hardware platforms and software components like SQL.



Access to new versions and new functionalities

Regular system upgrades to ensure that your software and the related components are supported throughout the lifecycle of your project. Updates bring new functionalities to improve your operations.



Secure system

Data security is more important than ever. Regular updates and fixes keep your system secured at any time.

The Bosch division Security and Safety Systems is a leading global supplier of security, safety, and communications products, solutions and services. Protecting lives, buildings and assets is our aim. The product portfolio includes video surveillance, intrusion detection, fire detection and voice evacuation systems as well as access control and management systems. Professional audio and conference systems for communication of voice, sound and music complete the range. Bosch Security and Safety Systems develops and manufactures in its own plants across the world. Additional information can be accessed at www.boschsecurity.com