

KEEPING YOUR SECURITY SYSTEM IN GOOD SHAPE

Do you want to keep your security system in good shape?

That's what you need for it:

Product information

Seamless system expansions

Business continuity

Security innovation and legal compliance

Long-term support

Predictable costs



Software Maintenance Assurance from Bosch

The right solution for your needs – choose from two options

GO

Bosch software assurance GO is automatically included for all software products, without additional costs

PRO

Bosch software assurance PRO is an orderable option with further services for all Bosch software products

Your need

Transparent product information

- ▶ Software can be very complex
- ▶ Transparent information on system behavior, limitations, and known (security) issues is essential
- ▶ Information needs to be accessible easily and without the need to go through a training



Our solution for you

Unrestricted access to product information

GO

PRO

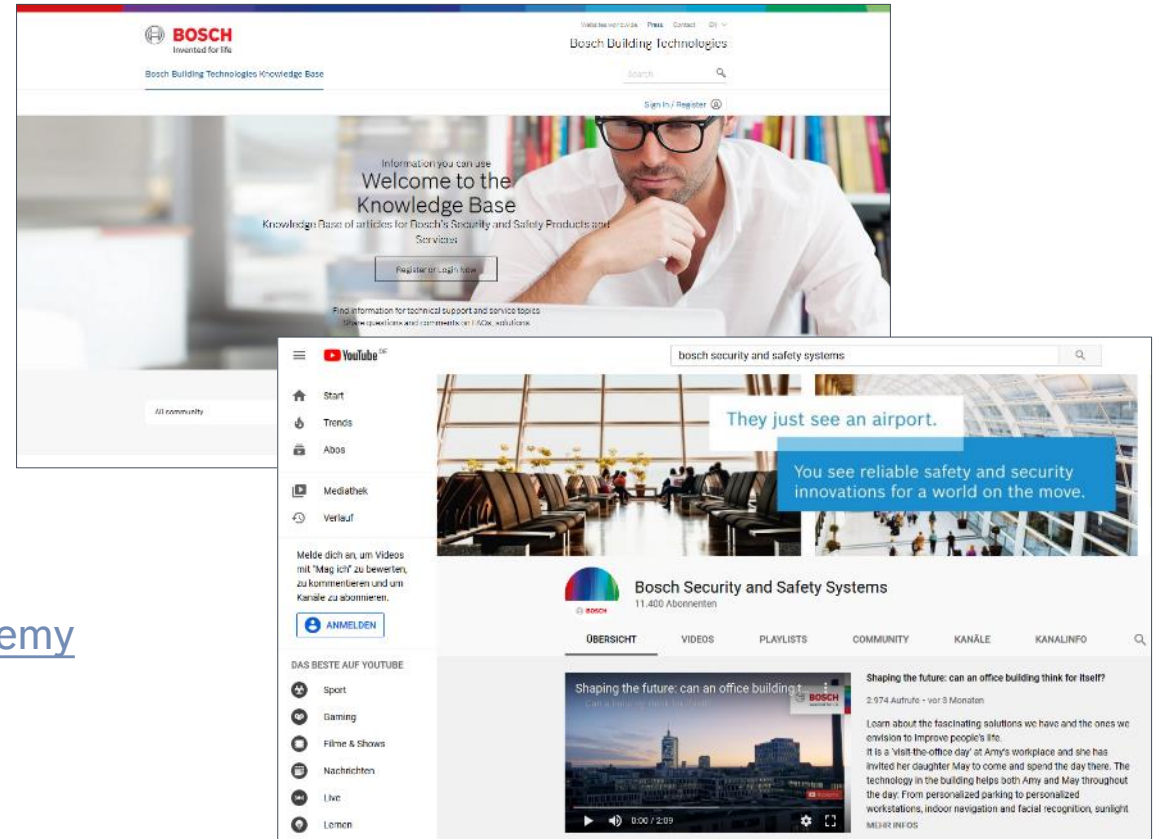
- ▶ Various online portals with detailed product information and trainings
- ▶ Availability in many languages
- ▶ Go to the following links:

[Bosch Building Technologies Knowledge Base](#)

[Bosch Building Technologies Security and Safety Academy](#)

[Bosch Security and Safety Systems YouTube channel](#)

[Bosch Security Advisories](#)



Your need Seamless system expansion

Which system application do you need to expand? – We tailor the right solution from airport to office building



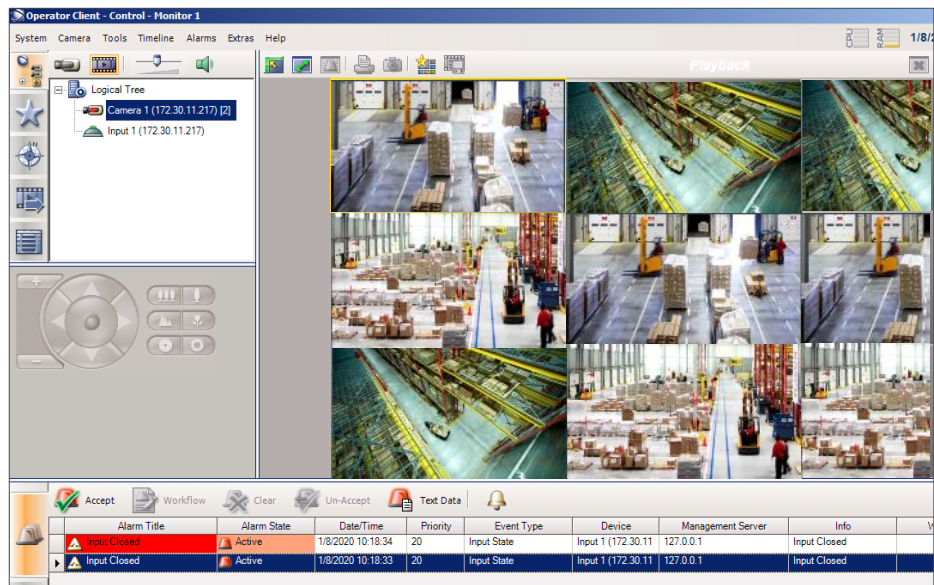
Our solution for you

System compatibility

GO

PRO

We guarantee that any Bosch camera launched up to two years after the launch of a BVMS version operates seamlessly!*



Old BVMS
works with

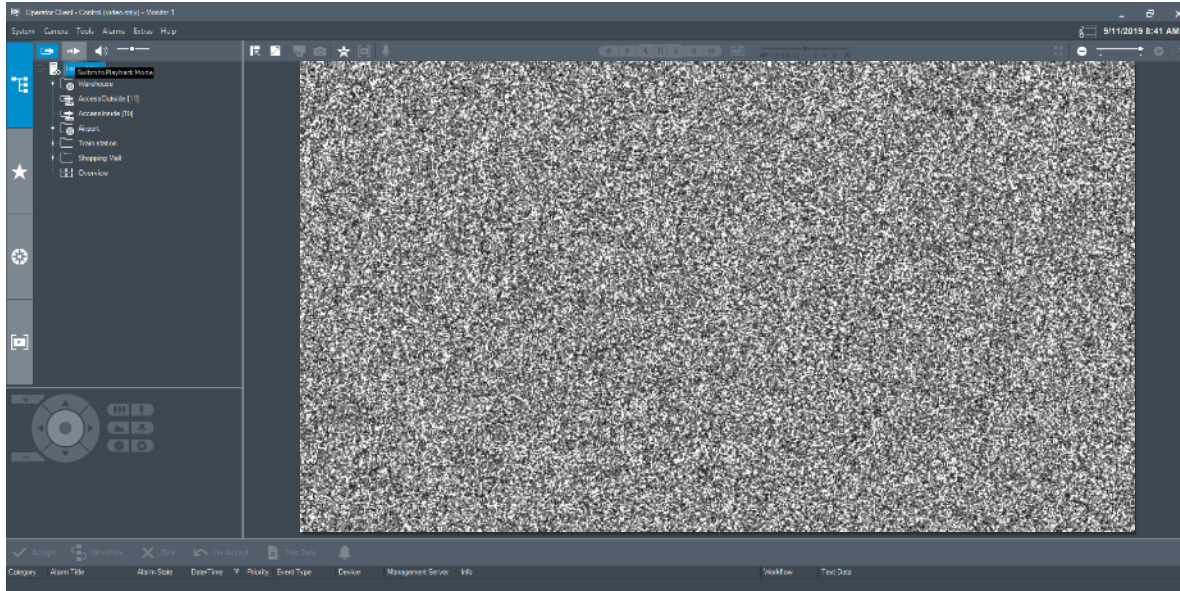


newly
released
cameras



* In some cases the configuration of new cameras might require you to use the Bosch Configuration Manager. Newer cameras might work with older BVMS versions as well. However, our technical support teams will not investigate issues with combinations that are released more than 2 years apart. ONVIF Profile S compliance is available from BVMS 10.0 onwards.

Your need Business Continuity



What if your video system is not available?



What if your doors are not opening reliably?

Our solution for you

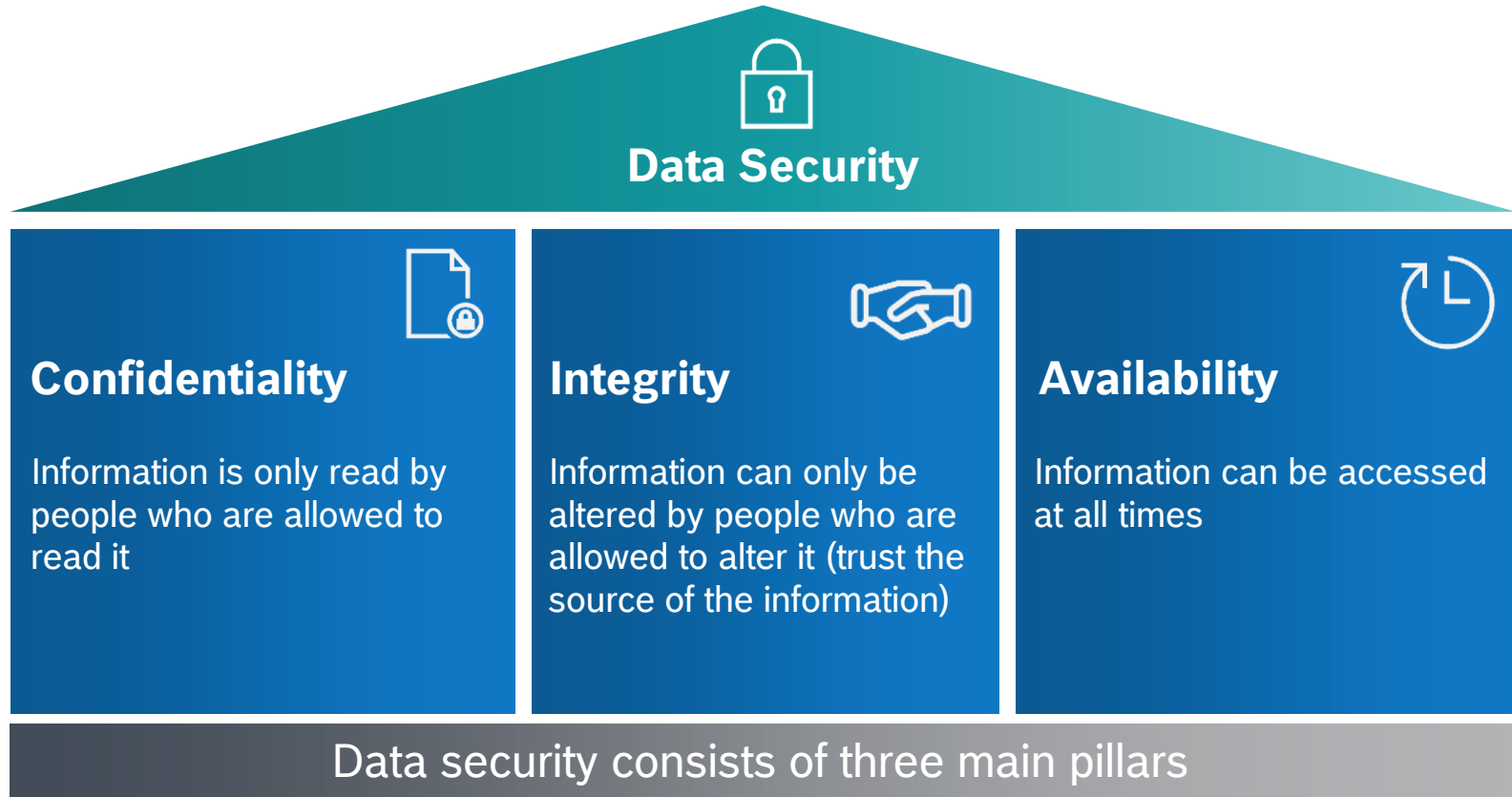
Technical support services and requesting hotfixes

PRO

- ▶ Technical support via e-mail and telephone
- ▶ Entire team from first to third level is very experienced
- ▶ Solution is provided as fast as possible



Your need Confidentiality, Integrity, and availability



Source: [An introduction to information security, National Institute of Standards and Technology](#)

Our solution for you

Bosch Product Security Incident Response Team

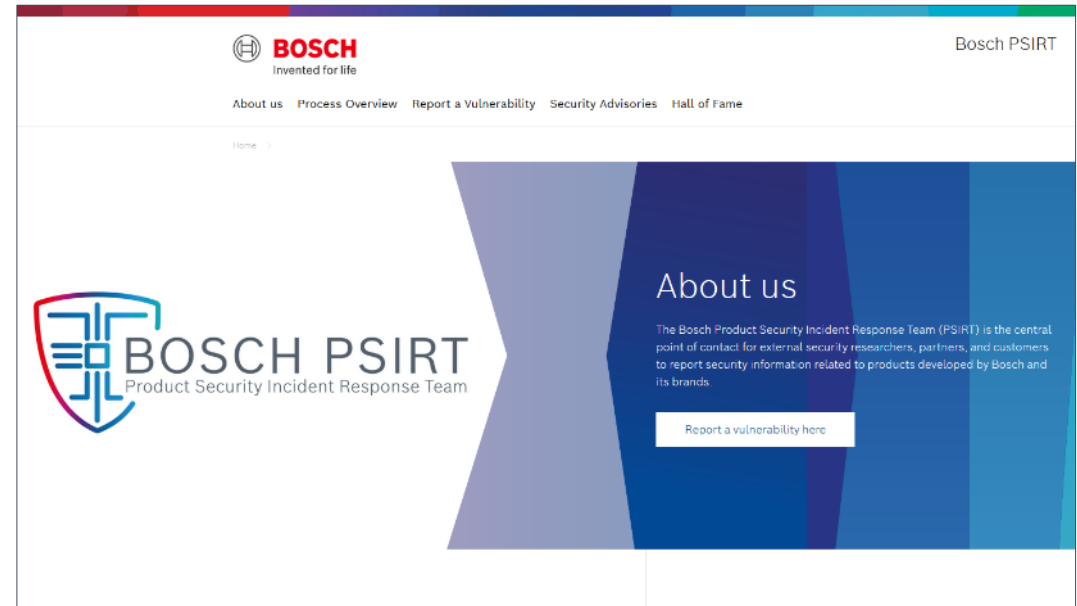
GO

PRO

Bosch Product Security Incident Response Team (PSIRT) ensure transparency regarding data security:

- ▶ Bosch is fully transparent on its digital security challenges to ensure our customers have the same knowledge as potential attackers
- ▶ Bosch informs customers about potential issues as soon as we are aware of them
- ▶ Known vulnerabilities are published at:
<https://psirt.bosch.com/security-advisories/>

> [Learn more about the PSIRT](#)



Your need

Data security and legal compliance

- ▶ Security systems need to protect data and privacy
- ▶ Local requirements need to be fulfilled to prevent fines, e.g. GDPR (General Data Protection Regulation)
- ▶ Especially processing of personal data leads to more stringent regulations concerning its protection

What is personal data?



- ▶ Name
- ▶ Date of birth
- ▶ Phone number
- ▶ Email
- ▶ Social security no.
- ▶ License plate number
- ▶ Photos
- ▶ Videos

Fines

Up to 4% of
worldwide
revenues or
20 Million Euros



Our solution for you

Security updates in product upgrades

PRO

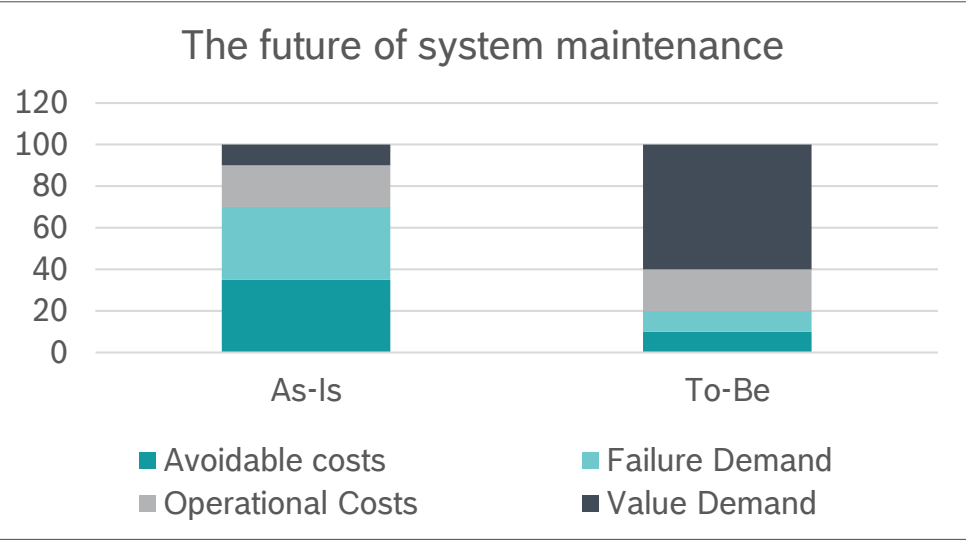
- ▶ Constantly updated data security and privacy protection measures in product upgrades
- ▶ Ensures highest level of data security and privacy protection
- ▶ Supports you in fulfilling legal compliance requirements



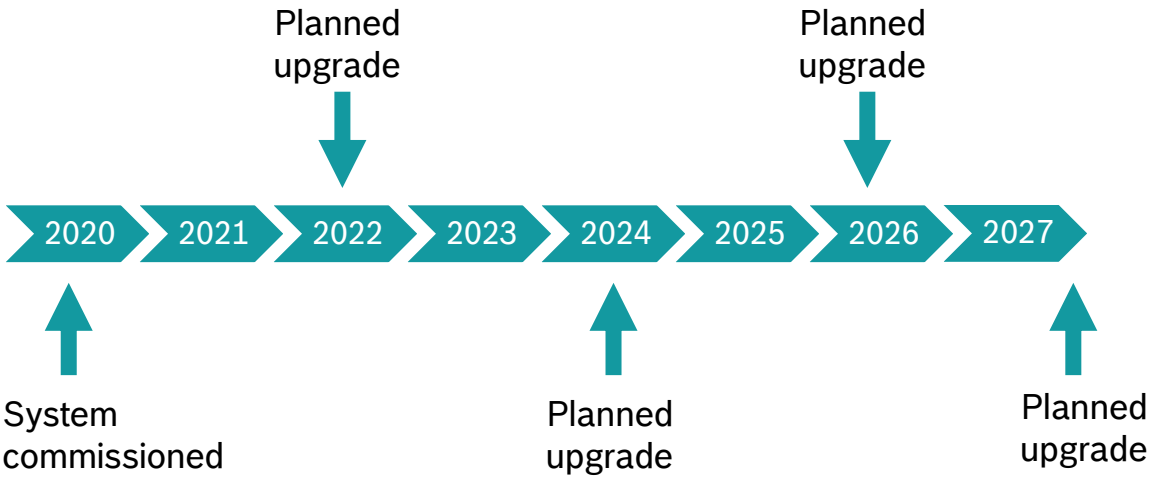
Your needs

Long-term support and predictable costs

To safeguard your investment into the system, you need long-term support and predictable costs to plan



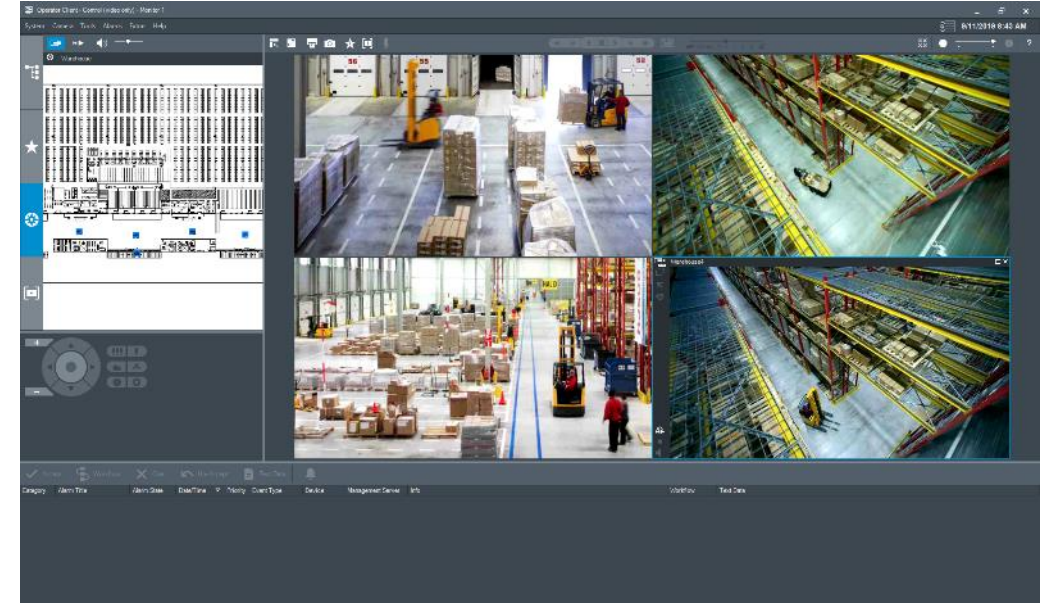
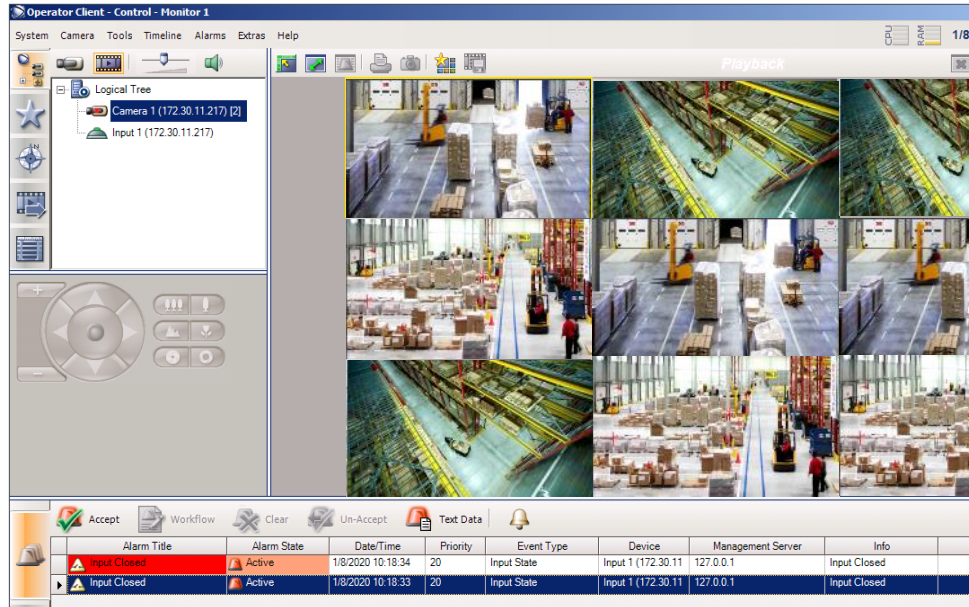
Source: [The real technology costs of running an IT system](#)



Our solution for you

Your system evolves together with its environment

PRO



BVMS 5.5 ...

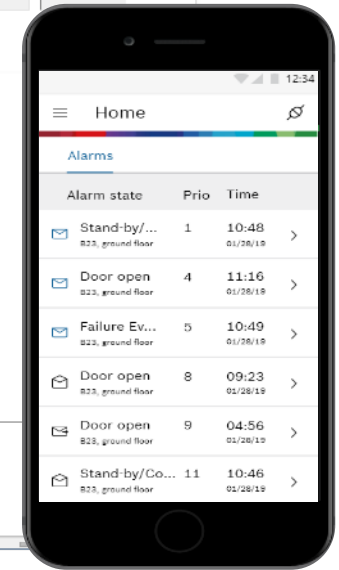
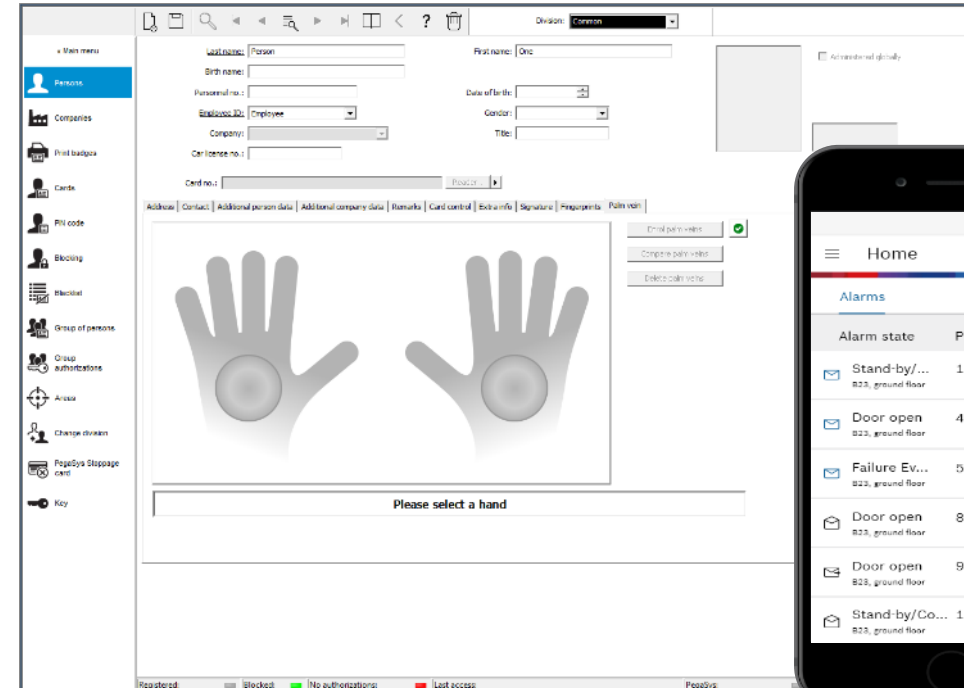
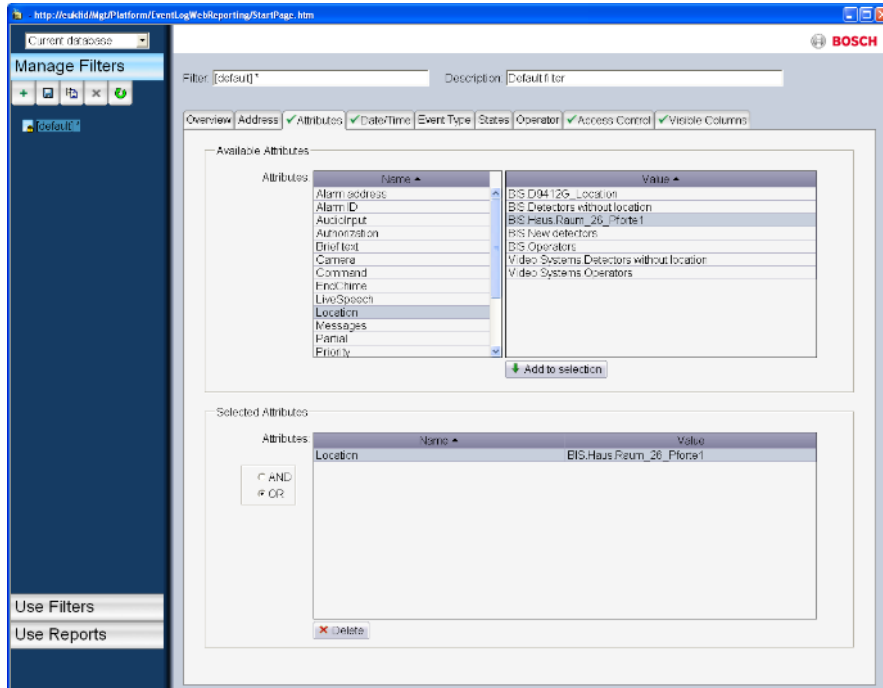
BVMS 10.0

BVMS ...

Our solution for you

Your system evolves together with its environment

PRO



BIS 3.0

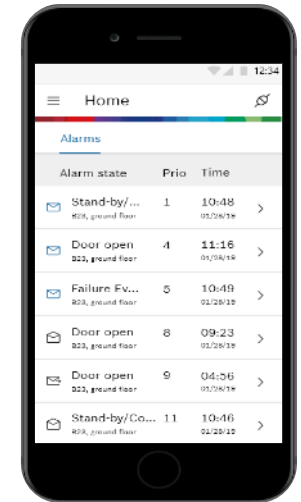
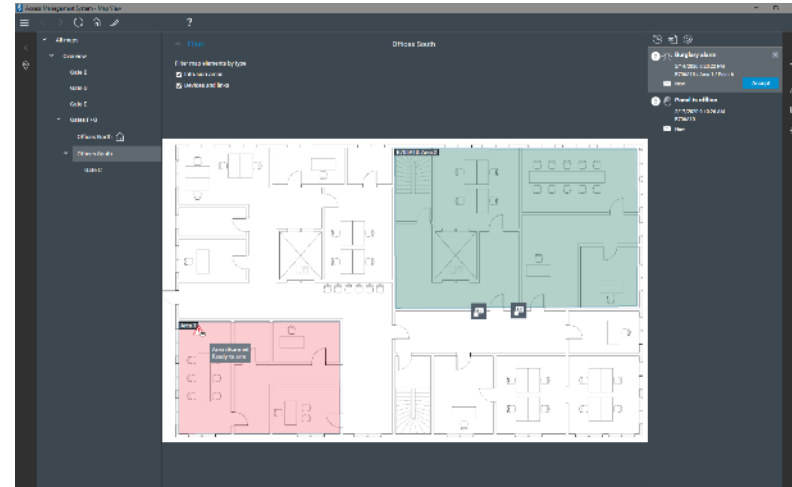
BIS 4.7

BIS ...

Our solution for you

Your system evolves together with its environment

PRO



AMS 1.0...

AMS 2.0

AMS ...

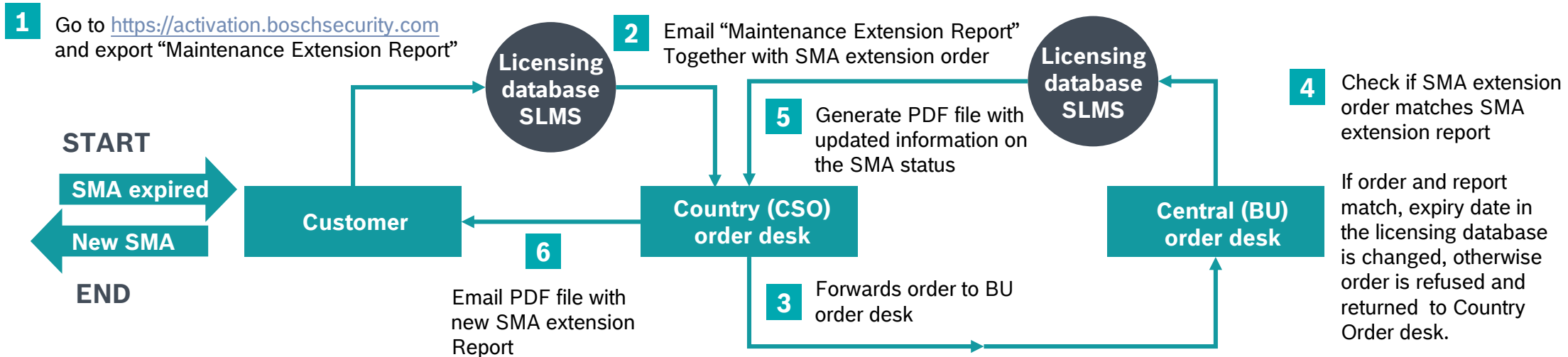
Solution Overview

Customer need	Assurance GO	Assurance PRO
Comprehensive product information (Access to knowledge base, how-to-videos, etc.)	✓	✓
Camera compatibility	Seamless operation with any Bosch camera launched up to two years after BVMS release	Seamless operation with any Bosch camera as long as the SMA is valid
Technical support and hotfixes	-	✓
Transparency regarding data security (The Bosch Product Security Incident Response Team (PSIRT) informs about potential issues as soon as we are aware of them to)	✓	✓
Latest data security and quality updates (Constantly updated data security and privacy protection measures in product upgrades ensure highest levels of data security and privacy protection)	-	✓
Long-term support and predictable costs (Regular system upgrades ensure that the software and the related components are supported throughout the lifecycle of the project. Continuous system maintenance and regular upgrades prevent avoidable costs.)	-	✓

FREQUENTLY ASKED QUESTIONS

Frequently asked questions

How to order an SMA

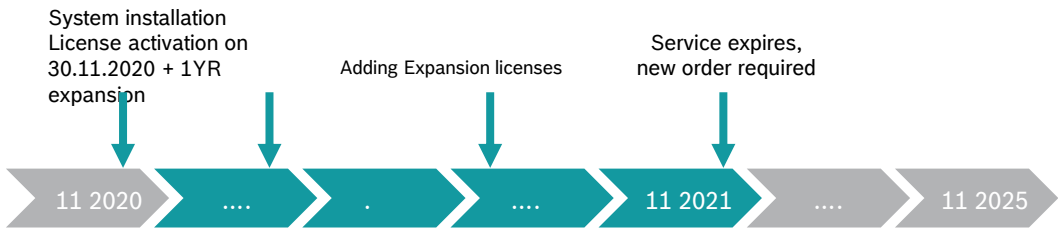


Frequently asked questions

When does SMA start with a 1 year expansion?



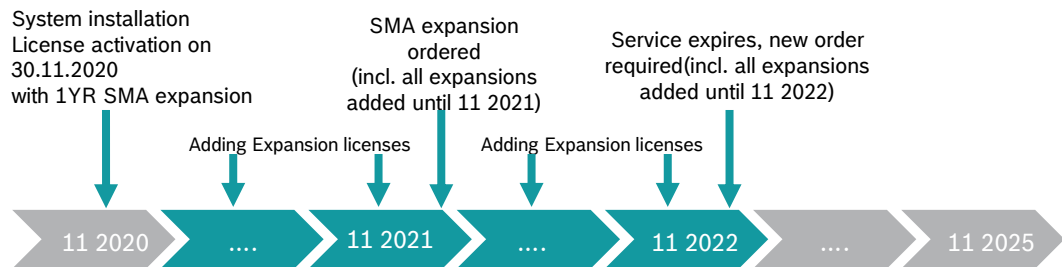
SMA Expiry Date 1 year SMA expansion



Bosch Software Assurance PRO

All expansions added are covered till the Base license expires → 29.11.2021

SMA Expiry Date 2 y 1 year SMA expansion



Bosch Software Assurance PRO

System is covered by SMA PRO for 2 years including all expansions.
Note: Order of SMA PRO expansion for one year must include all expansion licenses added until 29.11.2021

Frequently asked questions

How do I upgrade my licenses in SLMS?

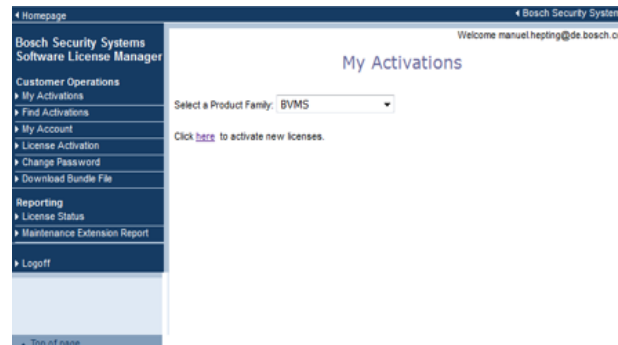


To upgrade the license to a new Version go to the Bosch Security Systems Software License Manager <https://activation.boschsecurity.com/>.

1. Log on with your credentials



2. Open My Activations and select Product family:



3. Press the upgrade button to create the licenses for the next version, in this case an upgrade from BVMS 2.2 to 2.3.



Frequently asked questions

Other questions

Can I purchase software assurance PRO for longer than 1 year?

We add 1 year SMA expansion to each software offer by default. This can be manually extended to up to five years by increasing the quantity of the SMA expansion items. Please approach your Bosch sales representative if you need more than five years.



What is the cost of software assurance PRO?

The annual fee for a 1 year software assurance expansion is 12% of the license fee. There are no additional discounts when multiple years of software assurance are bought.

Frequently asked questions

Other questions

What happens if the end user changes integrators?

At request of the legal owner of the system, activation management can be transferred from one account to another in SLMS. The end user has to provide license information to the new system integrator.



How is it handled when a user expands his system during the year? Does he get one-year free coverage for the expansion?

Any subsequent expansions are automatically covered under SMA for the remaining period covered by the original installation. For example, assume a user activates his original installation on January 1st, then expands his system in April. The entire system, including the expansion, is covered under SMA until December 31st. When he purchases an SMA extension, it must be for the entire system, including the expansion.

Frequently asked questions

Other questions

Can I purchase SMA for a project with tender requiring 5 year SMA?



Is it possible to renew an SMA after it has expired?

Yes.

Please approach your Bosch sales representative if you need more than five years.

Yes.

A customer must order the software assurance components to cover the lapsed years since the agreement expired.
E.g., three years after expiration, the customer would need to order 3 years' worth of software assurance coverage.

Frequently asked questions

Other questions

I have some channel licenses in my system that are actually not used. Can I order SMA only for the used channels?



The set of activated licenses in the system has to match SMA order. However, you can distance yourself from the unused licenses. We will give you a new system license (excluding the unused licenses) that you can use to order an SMA extension.

THANK YOU!