

# Bosch Software Assurance

Keeping your security system in good shape



# Bosch Software Assurance

## Two options

### Bosch Software Assurance PRO

- ▶ Premium software maintenance and support services
- ▶ Can be ordered additionally for Bosch software products and provides further services
- ▶ To benefit from the Bosch Software Assurance PRO, customers need to buy the Software Maintenance Agreement (SMA)

### Bosch Software Assurance GO

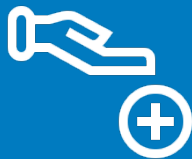
- ▶ Included in our software products
- ▶ No additional costs

Applies to all BVMS versions: BVMS Viewer, Lite, Plus, Professional and BVMS on the DIPs

# Bosch Software Assurance PRO

## The right choice to keep your system running

Bosch Software Assurance PRO is an orderable option with a comprehensive set of services for Bosch Building Technologies software products



Available services allow you to ensure that your security system is in a good shape



Attractive pricing – only **12%** of software licenses costs



# WHAT DO YOU GET WITH SOFTWARE ASSURANCE PRO?

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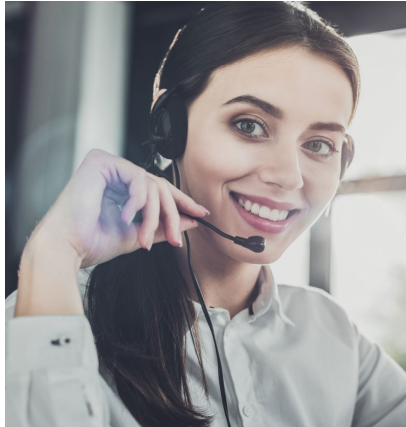
## Comprehensive technical support

*„A fully operational system is essential for me. I cannot afford to have recording for some cameras just not working.”*

Customer  
problems



*„With my previous system I’ve had a lot of unresolved issues, resulting in worse system performance. It should not happen again.”*

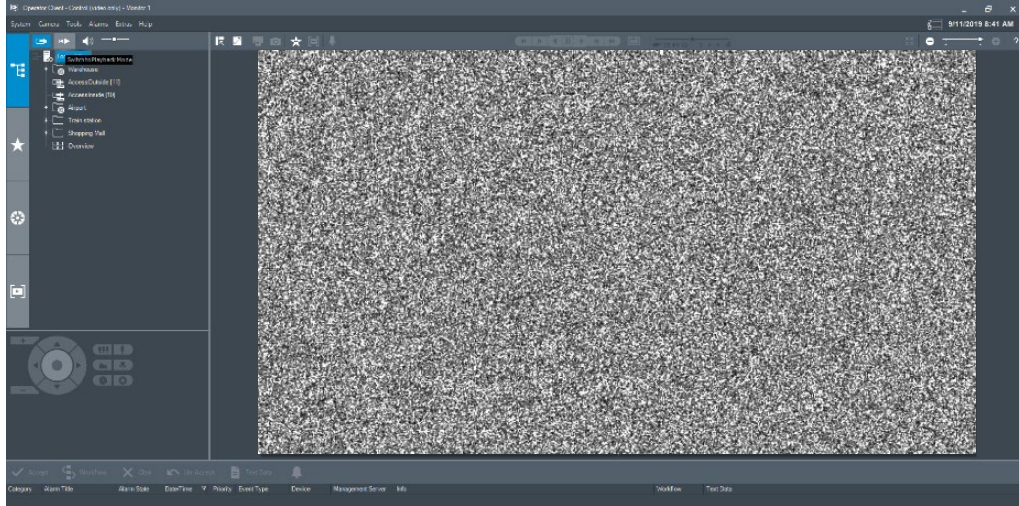


*„ My system integrator is responsible for taking care of my system and I want to make sure he also receives good technical support on time from the manufacturer.”*



# What do you get with Assurance PRO?

## Comprehensive technical support



A fully operational system is key for building security

- ▶ Over the last years, video systems have evolved from simple analog recorders to software-based solutions
- ▶ Due to complexity and a wide set of features in state-of-the-art video management systems, proper maintenance of the system requires much more effort than before
- ▶ Reliable and efficient technical support is essential to minimize system downtime and maximize operational time

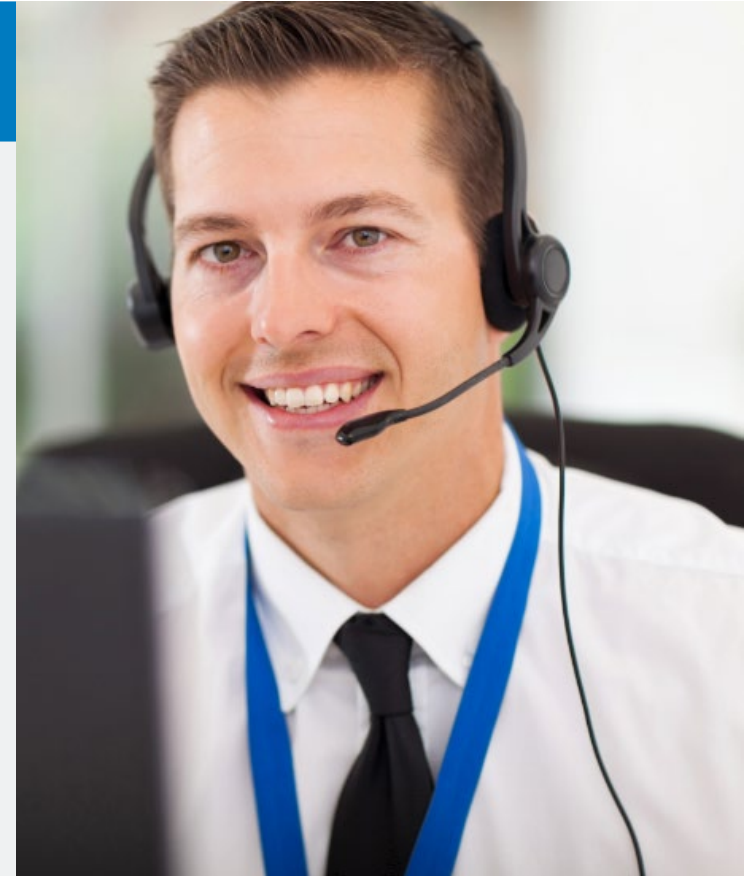


# What do you get with Assurance PRO?

## Comprehensive technical support

In order to meet growing support demand, Assurance PRO offers:

- 1 Experienced technical support team available globally
- 2 Three levels of support to ensure most efficient problem solving
- 3 Multiple contact options, including email or telephone
- 4 Remote troubleshooting if needed



# What do you get with Software Assurance Pro?

## Comprehensive technical support – patches and hotfixes

*„I don't want to wait several months for the next software release to have my problem resolved.“*

Customer  
problems



*„I would prefer to receive officially tested patches to be easily installed, instead of manual changes in system files.“*



*„You have thousands of systems worldwide, so it might have already happened somewhere else. I want to quickly get already existing fixes.“*





# What do you get with Assurance PRO?

## Comprehensive technical support – patches and hotfixes

To offer the highest flexibility in problem solving:

1

Assurance PRO gives you the right to request and receive patches and hotfixes in case of potential problems within the software\*

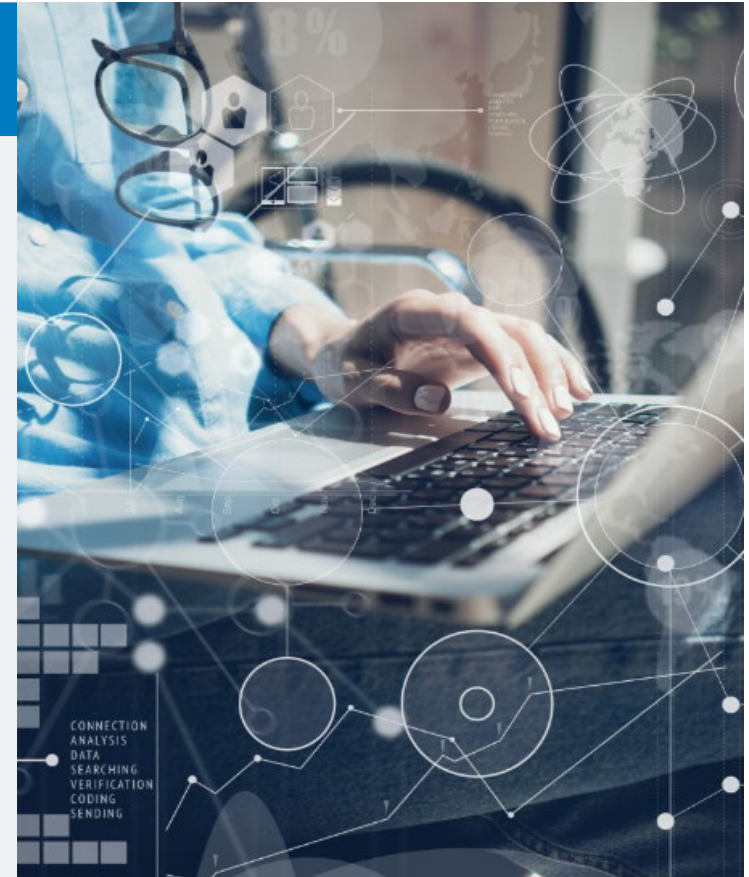
2

Already created and issued hotfixes are easily available on the Product Catalog

3

Each support case is deeply analyzed by the technical support team to provide an optimal solution

\* Please refer to [Software Service and Support Policy](#) to get more details



# What do you get with Software Assurance Pro?

## Data security improvements

*„My IT department is running security test reports and is concerned because of the growing list of results.”*

Customer  
problems



*„Other software applications we’re using get regular security upgrades. Why would it be different for VMS?”*



*„Even though my surveillance system works in a separate network, I know that most of the threats are the internal ones.”*



# What do you get with Assurance PRO?

## Data security improvements

- ▶ Data security has become the key topic for standard software-based and connected systems
- ▶ Not a single software is fully secured, it's a constant process to keep a system safe
- ▶ Regular updates and fixes are the only way to keep a system secured on the right level
- ▶ Outdated and not maintained systems are an easy target – besides security reasons, such systems contain a lot of sensitive personal data
- ▶ A single weak point can be an opener to affect other systems within the building



Data security is more important than ever

# What do you get with Assurance PRO?

## Comprehensive technical support – patches and hotfixes

Software Assurance gives you a possibility to keep your system safe:

1

Each software upgrade includes security improvements

2

All detected vulnerabilities are being resolved with priority depending on the severity level

3

Vulnerabilities with high severity are fixed with patches, released for applicable software versions

4

Assurance PRO guarantees, that you can upgrade your system to the supported release with data security fixes





# What do you get with Software Assurance PRO?

## Product upgrades

*„I’m satisfied with the current feature set, but I’m also interested in how my VMS evolves over time.”*

Customer  
problems



*„It’s been 4 years now from the system commissioning and it was never updated. Now it’s a really complex process to upgrade.”*

*„My IT department requires VMS to be supported with the recent OS version and other IT components.”*



*„With GDPR implementation experience I’ve learned, that my system needs to be up to date to react for changing legal requirements.”*

# What do you get with Assurance PRO?

## Product upgrades

Regular product upgrades let your system evolve:

1

Next software versions are released on regular basis, with defined release cycle

2

Each version includes new functionalities and enhancements, based on the market needs and feedback

3

Easy upgrade process is possible thanks to „no touch deployment” for all workstations

4

Due to built-in resilience, downtime during upgrade process is kept at minimum level

5

Next releases can help you to adapt to changing legal requirements





# What do you get with Assurance PRO?

## Compatibility with IT infrastructure

Software Assurance and product upgrades ensure compatibility with:

1

Current and supported OS version

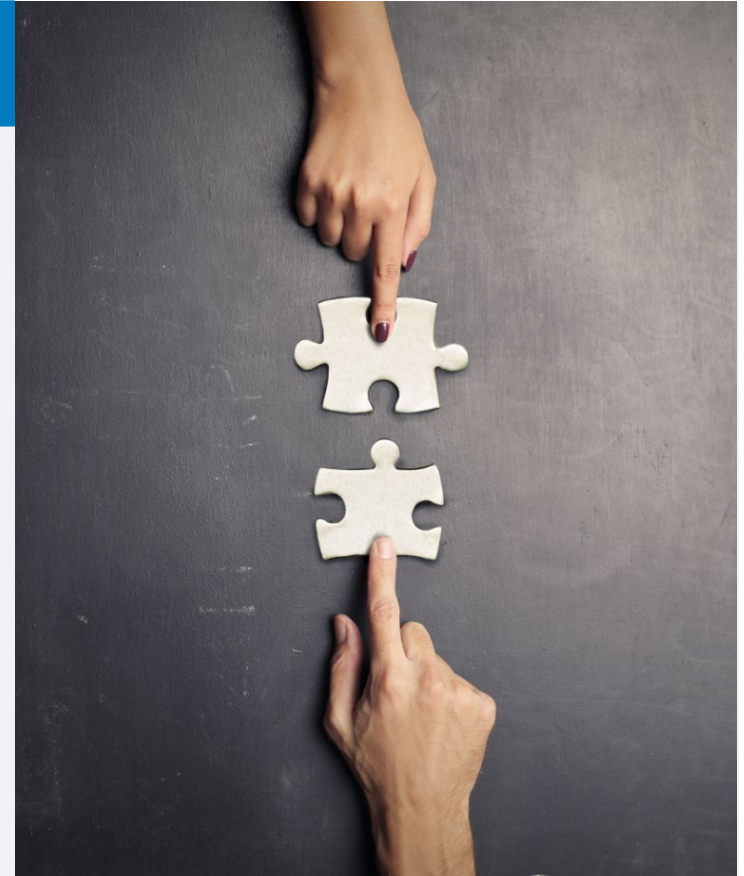
2

Current version of software subcomponents (i.e. SQL database)

3

New hardware platforms

The whole system needs to be supported  
and maintained in a proper way



# What do you get with Software Assurance PRO?

## Product upgrades

*„I want to keep my costs under control with no surprises for longer term maintenance.“*

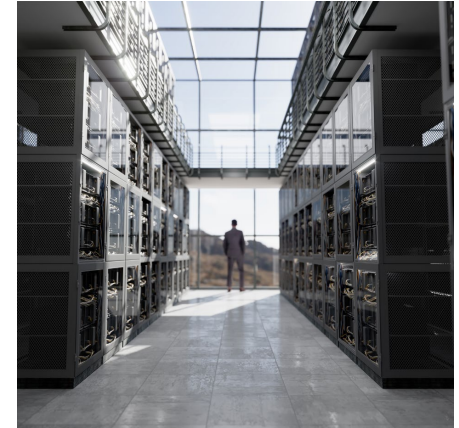
Customer  
problems



*It's easier for me to plan yearly maintenance budget instead of bigger investment once per 3-4 years.“*



*„For one of the facilities we've used another system, with a rather low initial investment level. But after three years, we needed to pay a huge amount of money for maintenance and system extensions.“*



# What do you get with Assurance PRO?

## Product upgrades

With Bosch Software Assurance it's easy to keep your system up to date

1

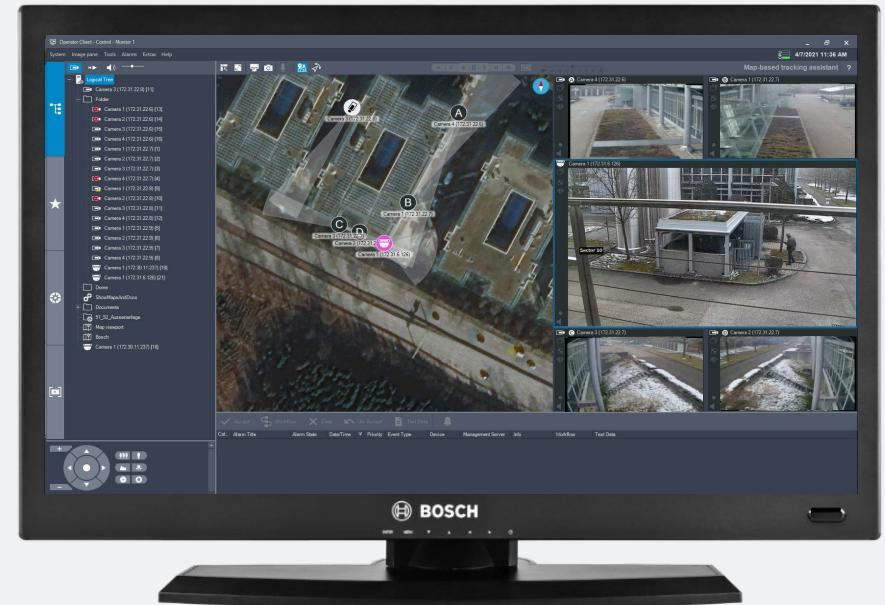
With Assurance PRO you can update your system to the latest version – at any convenient moment

2

Attractive pricing keeps your investment under control – costs are only 12% of license fee

3

No unexpected and additional upgrade fees between releases



WHAT IF I DON'T WANT  
TO ORDER ASSURANCE  
PRO?

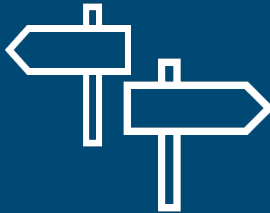
# Bosch Software Assurance GO

## Entry level for your system support

Assurance PRO offers the highest level of support and value, but it's not mandatory



We offer you the possibility to choose the preferred way to maintain your system



You can always decide to stay with free of charge Assurance GO level, which also offers a set of advantages.



# Software Assurance GO

## Transparent product information

- ▶ Due to software complexity, 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





# Software Assurance GO

## Easily available sources of product knowledge

1

We offer you an easy access to various online portals with detailed product information and trainings

2

Content is available in many languages

3

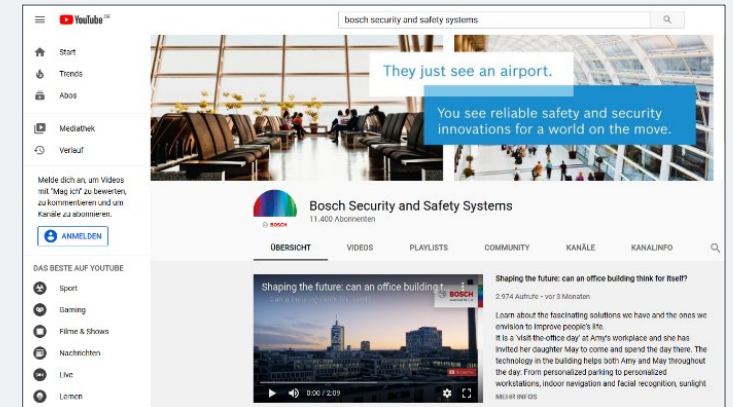
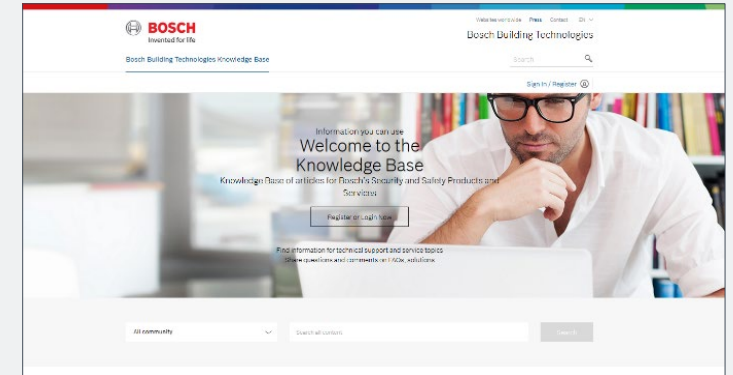
Go to the following links:

[Bosch Building Technologies Knowledge Base](#)

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

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

[Bosch Security Advisories](#)



# Software Assurance GO

## Seamless system expansion

Even without Assurance PRO level, you can still extend your system\*

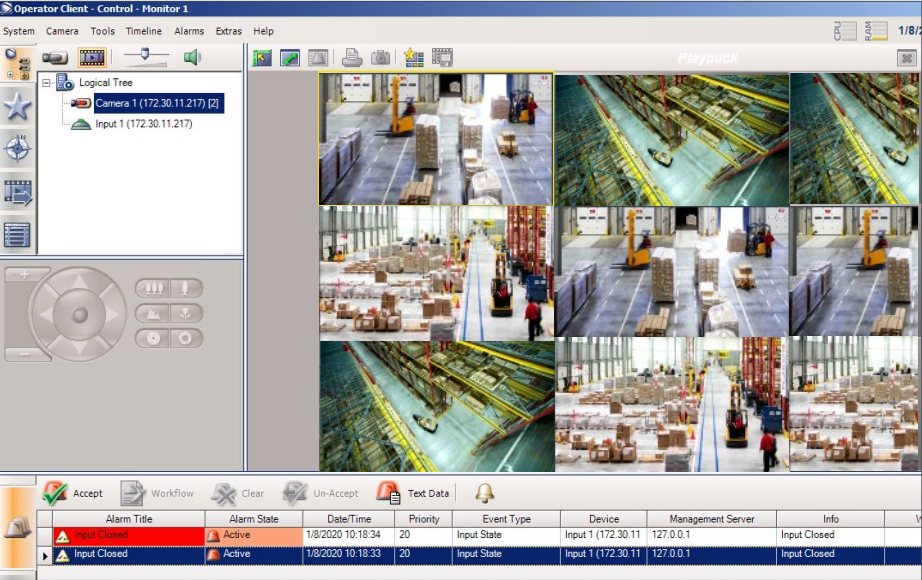


\* Please refer to Software Service and Support Policy to get more details

# Software Assurance GO

## System compatibility

We offer compatibility of Bosch cameras launched up to two years after the launch of a BVMS version!\*



Old BVMS  
works with  
newly  
released  
cameras



\* In some cases, the configuration of new cameras might require you to use the Bosch Configuration Manager. Seamless integration might also not be possible in case of significant hardware changes, like new camera platform. 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.



# Software Assurance GO

## Technical support for system commissioning

We want to make sure that your system is properly commissioned:

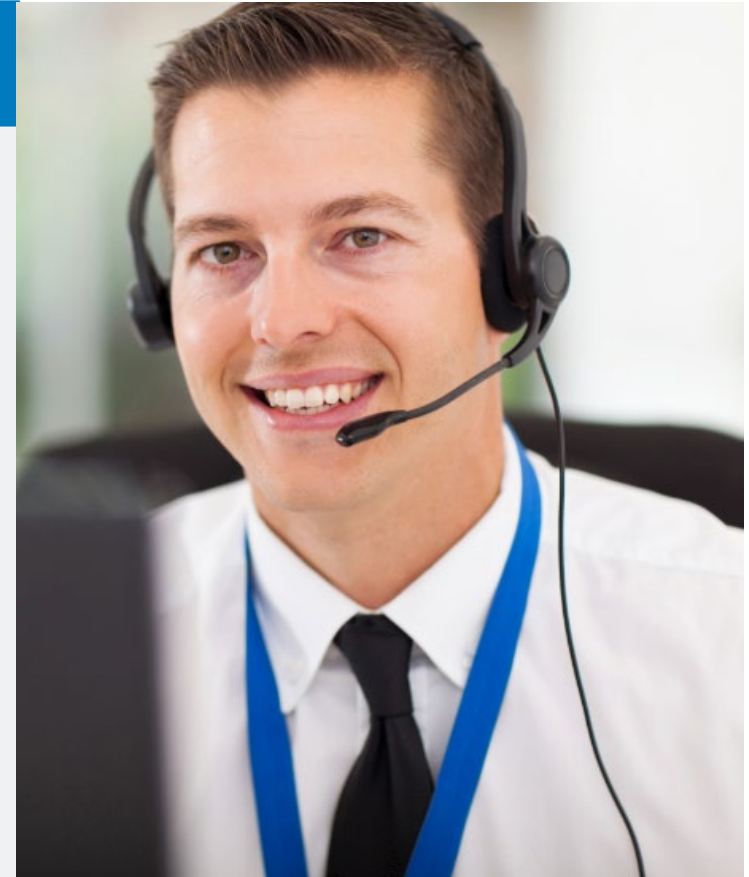
1

With Software Assurance GO you can still get technical support for up to 90 days from initial software activation for the new systems\*

2

Usually, within this time range most of potential technical issues will appear and can still be solved

\* Only valid for technical support, but not for updates



# Software Assurance GO

## Bosch Product Security Incident Response Team

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

1

Bosch is fully transparent on its digital security challenges to ensure our customers have the same knowledge as potential attackers

2

Bosch informs customers about potential issues as soon as we are aware of them

3

Known vulnerabilities are publicly available at:  
<https://psirt.bosch.com/security-advisories/>

4

[> Learn more about the PSIRT](#)




# Assurance GO and PRO

## Overview

	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
Access to the technical updates for the owned version	+	+
Technical support services during system commissioning (only within 90 days from initial activation):		
• via phone	+	+
• via email	+	+
• remote support	+	+
Technical support services (after system commissioning):		
• 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 can be found in the [Knowledge Base](#)

Assurance PRO   
includes all benefits  
of Assurance GO  
and a set of  
additional services  
to offer the most  
comprehensive  
support



# FREQUENTLY ASKED QUESTIONS

# Frequently asked questions

## How to order an SMA for a new system?

- ▶ Quote / order the required base / extension CTNs and additionally the SMA CTNs

Quantity	Product ID	Commercial Type No.	
1	F.01U.393.647	MBV-BPRO	Base and respective SMA
1	F.01U.201.035	MBV-MPRO	
559	F.01U.393.658	MBV-XCHANPRO	Expansion and respective SMA
559	F.01U.393.700	MBV-MCHANPRO	
3	F.01U.393.659	MBV-XWSTPRO	Expansion and respective SMA
3	F.01U.393.701	MBV-MWSTPRO	

BVMS PRO new system including 1 year SMA

Quantity	Product ID	Commercial Type No.	
1	F.01U.374.503	MBV-BPLU-DIP	Base and respective SMA
3	F.01U.389.513	MBV-MPLU-DIP	
32	F.01U.393.681	MBV-XCHANPLU	Expansion and respective SMA
96	F.01U.330.514	MBV-MCHANPLU	

BVMS on DIP 7000 new system including 3 years SMA

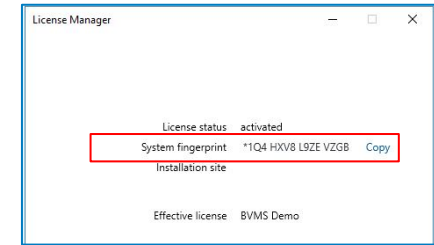
- ▶ Base / Expansion CTNs and SMA CTNs need to be on the same quote / order to be invoiced together. Only then the licenses can be created with SMA years included
- ▶ Max. 5 years in the future can be offered
- ▶ The quantities of the SMA CTNs need to match exactly the quantities of the Base / Expansion CTNs or be multiplied by the number of requested years

# Frequently asked questions

## How to order an SMA for an existing system?

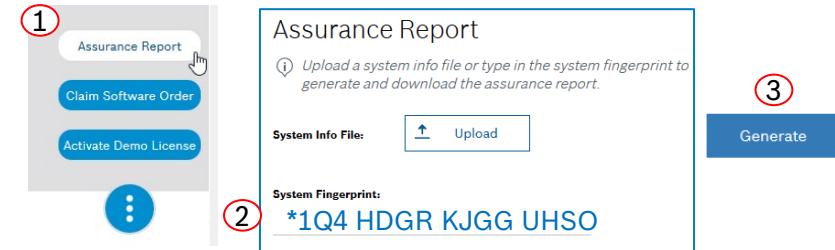
### 1. Get the “Hardware ID” of the system:

- ▶ Open the Configuration Client → go to “Tools” → Open the “License Manager”
  - For BVMS 10.1 or older versions it is called “Computer Signature”
  - For BVMS 11.0 or newer versions it is called “System Fingerprint”



### 2. Generate the SMA report in the Software Licensing Management System using the Hardware ID

- ▶ BVMS 10.1 or older versions at <https://activation.boschsecurity.com>
- ▶ BVMS 11.0 or newer versions at <https://remote.boschsecurity.com>



### 3. Quote / order according to the SMA report items

- ▶ Quote / order all the SMA items exactly like in the SMA report
- ▶ If more than one year of SMA is required, multiply the number of each CTN by the number of required years
- ▶ Attach the SMA report when ordering

Fingerprint:	*1S5P79DSJANQKGN								
SMA end date:	16 Nov 2022								
Report created at:	25 Oct 2021								
<table><thead><tr><th>Quantity</th><th></th></tr></thead><tbody><tr><td>1</td><td>MBV-MPRO</td></tr><tr><td>491</td><td>MBV-MCHANPRO</td></tr><tr><td>36</td><td>MBV-MWSTPRO</td></tr></tbody></table>		Quantity		1	MBV-MPRO	491	MBV-MCHANPRO	36	MBV-MWSTPRO
Quantity									
1	MBV-MPRO								
491	MBV-MCHANPRO								
36	MBV-MWSTPRO								

SMA report for 1 year BVMS Pro

Quantity	Product ID	Commercial Type No.
1	F.01U.201....	MBV-MPRO
491	F.01U.393....	MBV-MCHANPRO
36	F.01U.393....	MBV-MWSTPRO

Corresponding quote for 1 year SMA

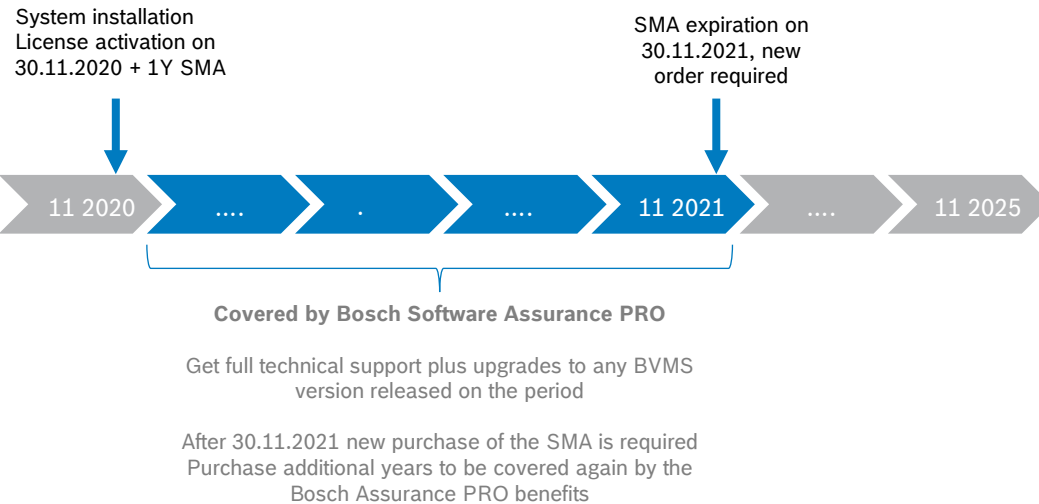
# Frequently asked questions

## How to count the SMA years?

The SMA period starts with the initial activation of the licenses and the count is always per year. SMA expires exactly on the same date one (or several) year(s) later.

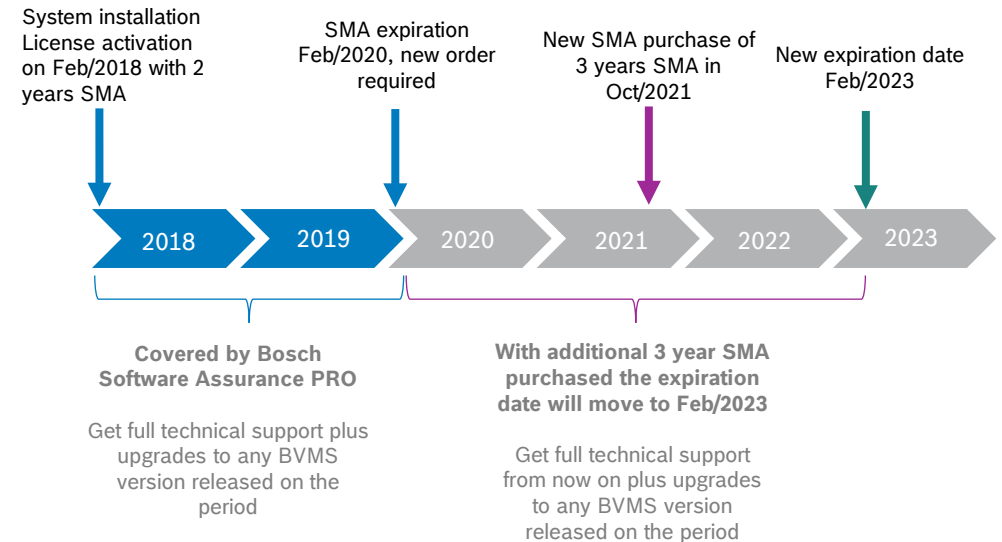
### Example 1

#### New purchase with 1 year SMA included



### Example 2

#### SMA expired. In October 2021, additional 3 years SMA purchased



# Frequently asked questions

## How do I upgrade my licenses in SLMS?

To upgrade the license to a new version, go to the Software License Manager:  
<https://activation.boschsecurity.com/>

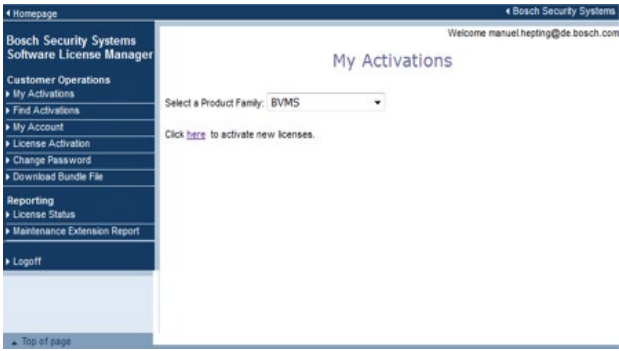
1

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



# 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.

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.



# Frequently asked questions

## Other questions



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

Yes.

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

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

Yes.

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

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. At request of the legal owner of the system we offer the possibility to remove the unused licenses.

# Frequently asked questions

## Other questions



Is SMA required for all subsystems in distributed systems (Enterprise environment or Unmanaged Sites)?

In case of technical support for distributed systems, SMA should be valid at least for the specific subsystem(s) where technical problems occur and for Enterprise server.

Can I add SMA to already delivered licenses, that were not activated yet?

No, basically there are two ways to extend SMA for a system:

- Add the SMA items to the initial order to receive a code that contains the base / extension licenses and SMA items before providing it to the customer
- Add SMA extensions to an existing, activated system, based on Software Maintenance Report

I've ordered older BVMS version licenses, but a new BVMS version was released in the meantime (before license activation). Should I exchange the licenses to use the latest one?

SMA end date is set at the activation day of the license package.

Hence, even if licenses of previous BVMS versions were ordered (for example BVMS 10.1) and BVMS 11.0 was released in the meantime (before license activation), licenses can still be upgraded to the latest BVMS version without SMA extension.

# THANK YOU!