



BOSCH

Invented for life

Bosch Software Assurance

www.boschsecurity.com

Join Bosch Software Assurance

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

Bosch Software Assurance is available in two options.

Bosch Software Assurance GO is our basic software maintenance and support offering. It's a free service offered with all Bosch Management Software. All our customers benefit from our Security Knowledge Base, our first-line support via phone or email and access to hotfixes. Our Security Knowledge Base also provides you with extensive technical literature of Bosch Management Software. It ensures full technical support and access to hotfixes.

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

With continuously changing platforms and version compatibility, regular updates are essential. With Bosch Software Assurance PRO, you can relax knowing you are always entitled to the latest software enhancements. It ensures full technical support and access to hotfixes.

It provides you access to licensed software updates including software minor releases and software major releases. Depending on your Bosch Management Software product, you are also provided with third party compatibility updates.

And most important, with Bosch Software Assurance PRO you can ensure regular IT security updates to increase data protection.

Bosch Software Assurance

	Assurance GO	Assurance PRO
Access to Security Knowledge Base	●	●
Extensive hardware warranty	●	●
First-line technical support via email or phone*	●	●
Access to hotfixes	●	●
Software minor releases	—	●
Software major releases	—	●
Third party compatibility updates	—	●
Access to IT security updates	—	●

* only to/through certified System Integrators

How can I be covered by the Bosch Assurance PRO?

To benefit from the Bosch Software Assurance PRO, you need to order a Bosch Software Maintenance Agreement

- ▶ The coverage of a Bosch Software Maintenance Agreement applies to a specific system.
- ▶ Contractual periods are available for 1 year or 3 years.
- ▶ The annual fee is 18% of the license fee.
- ▶ A one-year Bosch Software Agreement is included free of charge as part of the initial license purchase. During this first year, a system is also covered by Bosch Assurance PRO.

Key benefits of a Bosch Software Maintenance Agreement



Always access our latest software enhancements

To keep your security system at peak performance and ensure continuous access to new functionality, the Bosch Software Maintenance Agreement gives you access to major and minor releases as well as third party compatibility updates.



Prevent-critical issues

With continuously changing platforms and version compatibility, regular updates are critical. The Bosch Software Maintenance Agreement assures in an easy and cost-effective way that the system is ready to handle new or additional functional modules.



Keep your IT security up-to-date

With more and more stories about computer hackers, it seems that no one is safe when it comes to protecting your systems. Keeping your IT security effective is an ongoing process. With the Bosch Software Maintenance Agreement, you can ensure regular IT updates to increase data protection.



Improve customer satisfaction

The Bosch Software Maintenance Agreement helps improve your customer's satisfaction by keeping them current on the latest releases and updates. Having a satisfied customer is important to keep retention high and create long-term customer loyalty.



Have peace of mind

With a partner like Bosch and its Software Maintenance Agreements, you can have peace of mind knowing that you have done everything to make sure your Bosch security system is running optimally and has continuous up-time.

The Bosch division Security 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 Systems develops and manufactures in its own plants across the world. Additional information can be accessed at www.boschsecurity.com