

BOSCH SOFTWARE ASSURANCE

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

Bosch Software Assurance

Choose from two options



► **Bosch Software Assurance GO**

- Basic software maintenance and support service offer.
- Free service covered with all Bosch Management Software.

► **Bosch Software Assurance PRO**

- Premium software maintenance and support service offer.
- Includes Bosch Software Assurance GO, plus several additional advantages.

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Profit from a comprehensive coverage of support services

	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 available to/through certified SIs



Bosch Software Assurance

Become a PRO with a Software Maintenance Agreement



To benefit from the Bosch Software Assurance PRO, 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 Maintenance 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.

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Why do you need a 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.

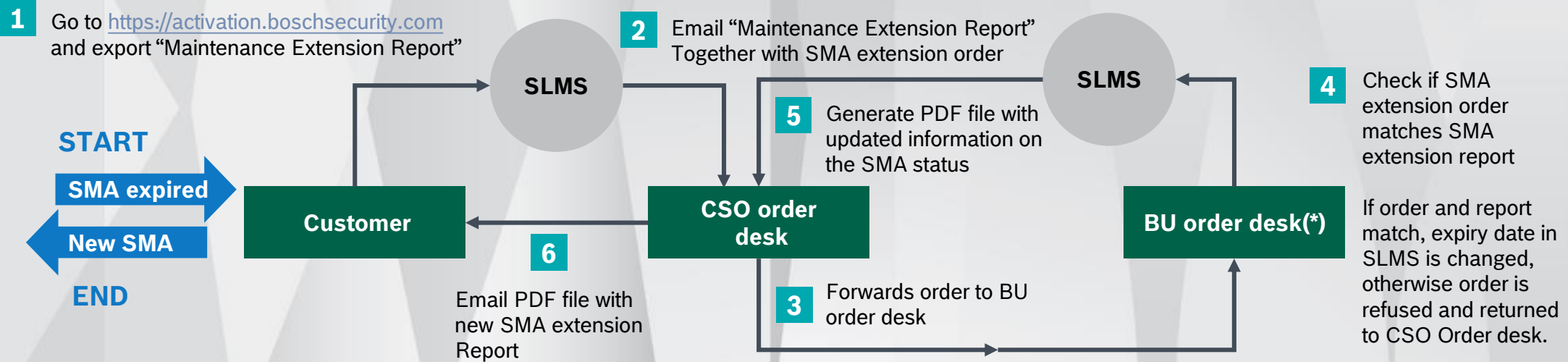
Bosch Software Assurance Software Maintenance Agreement – FAQs

FAQs



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How do you order an SMA?

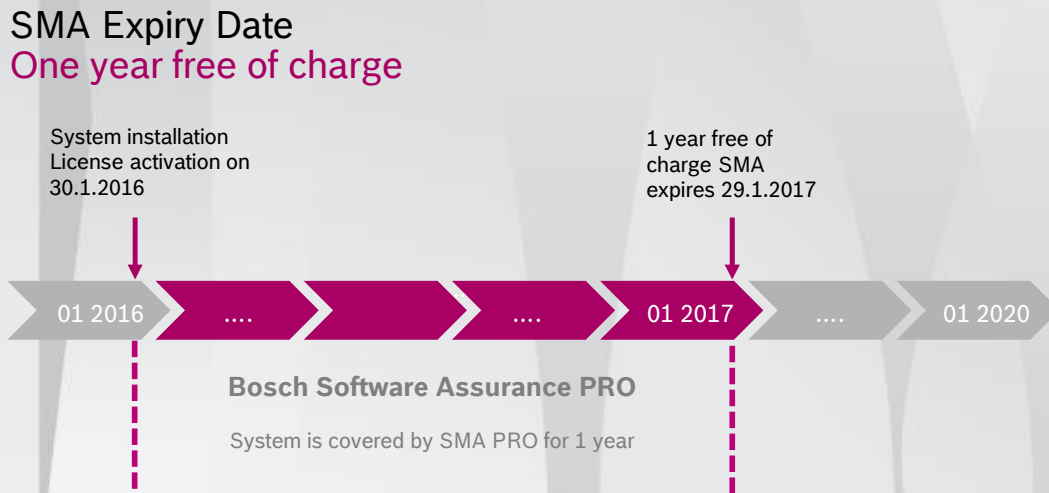


Bosch Software Assurance Software Maintenance Agreement – FAQs

When does SMA start?



The one-year free SMA period starts, once the base license is activated in the SLMS account. Once the SLMS system has generated the activation key, the system is covered for one year SMA.

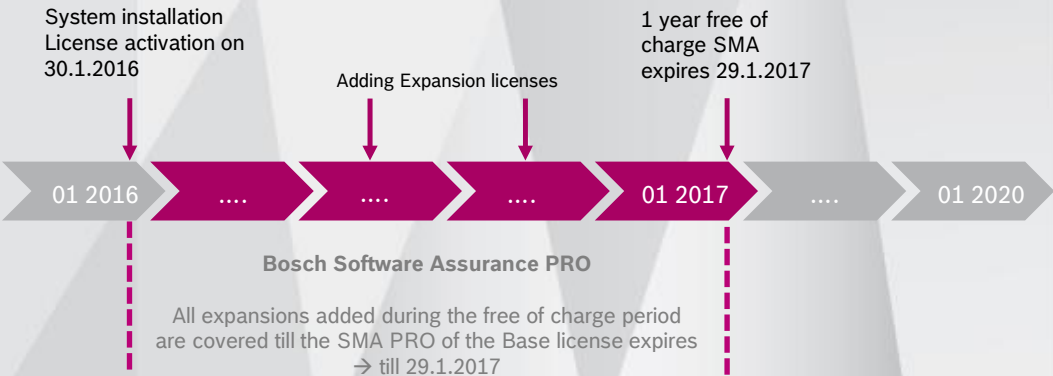


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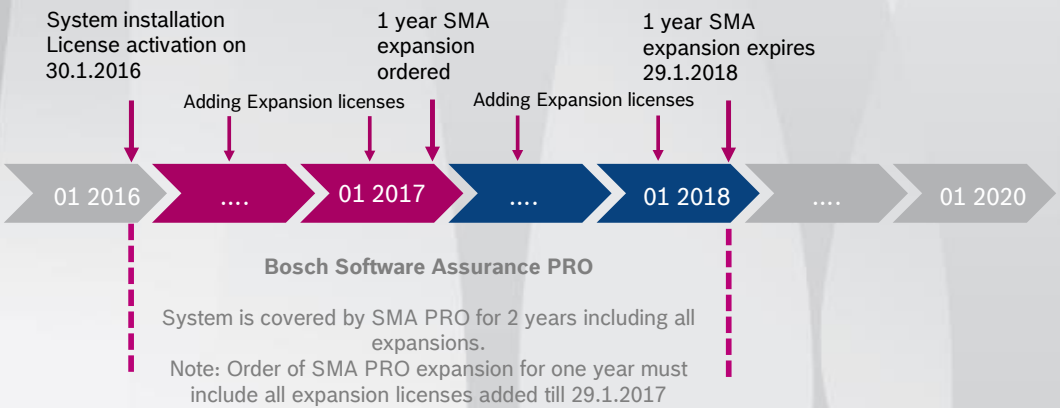
When does SMA start?



SMA Expiry Date System expansion during the first year



SMA Expiry Date 1 year SMA expansion

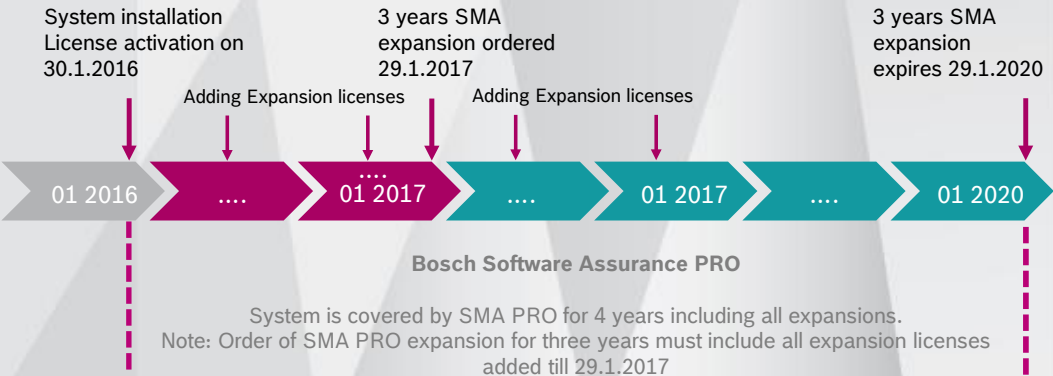


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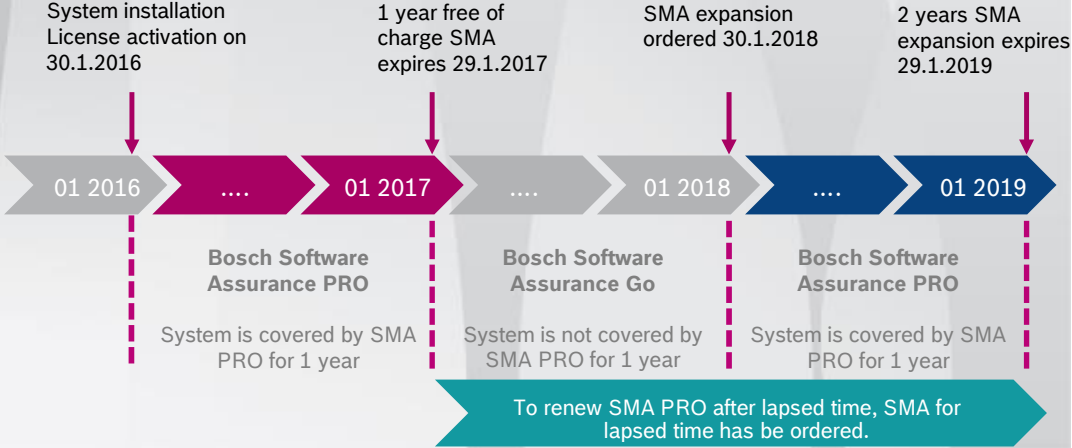
When does SMA start?



SMA Expiry Date 3 years SMA expansion



SMA Expiry Date Renew expired SMA



Bosch Software Assurance Software Maintenance Agreement – FAQs

Can I purchase SMA licenses for longer than 1 year?

SMA Expansions are available for 1 and 3 years. SMA Pro time expiration date should not go more than 3 years into the future.



What is the benefit of a 3 year SMA vs 1 year SMA?

The annual fee for a 1 year SMA expansion is 18% of the license fee, the annual fee for a 3 year SMA expansion is 15% of the license fee.

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Software Maintenance Agreement – FAQs

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. 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?

The one-year, no-additional cost coverage applies only to the original installation. 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.

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Software Maintenance Agreement – FAQs

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

We offer 1 year and 3 years SMA expansions. Depending on the project size, competition and vertical we are willing to discuss a special SMA period length case by case.



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

Yes.

A customer must order the SMA 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 SMA coverage.

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Software Maintenance Agreement – FAQs

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. It is not possible to order SMA only for the used licenses in the system.

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Software Maintenance Agreement – FAQs

How to upgrade licenses in SLMS?

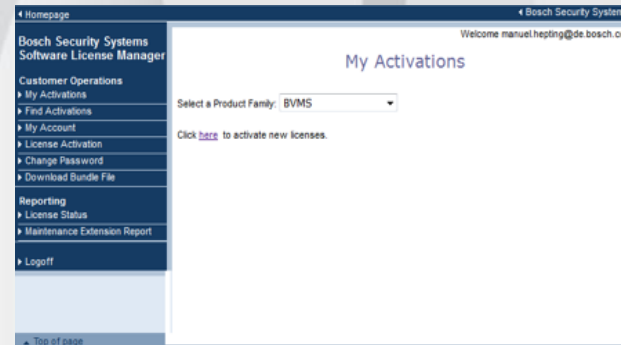


To upgrade the license to a new Version go to the Bosch Security Systems Software License Manager <https://activation.boschsecurity.com/>.

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.

