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

From 1st of August 2020 onwards, the Assurance Pro is part of a standard Bosch offer.
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

- 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

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

- 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

Confidentiality
Information is only read by people who are allowed to read it

Integrity
Information can only be altered by people who are allowed to alter it (trust the source of the information)

Availability
Information can be accessed at all times

Data security consists of three main pillars

Source: An introduction to information security, National Institute of Standards and Technology
Our solution for you

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

- 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.

The future of system maintenance

Source: The real technology costs of running an IT system
Our solution for you
Your system evolves together with its environment

BVMS 5.5 ... BVMS 7.0 ... BVMS 10.0 ...
Our solution for you
Your system evolves together with its environment
Our solution for you
Your system evolves together with its environment
## Solution Overview

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<th>Customer needs</th>
<th>Solution</th>
<th>Assurance GO</th>
<th>Assurance PRO</th>
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<tr>
<td>Transparent product information</td>
<td>Training and knowledge base, access to hotfixes.</td>
<td>✓</td>
<td>✓</td>
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<td>System expansions</td>
<td>Compatibility</td>
<td>Licenses can be ordered up to 5 years after a version launch</td>
<td>Fixing potential compatibility issues</td>
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<td>Business continuity</td>
<td>After sales support, commissioning support, requesting hot fixes</td>
<td>1) Activation grace period*</td>
<td>✓</td>
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<tr>
<td></td>
<td></td>
<td>2) Policy grace period**</td>
<td></td>
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<tr>
<td>Data security innovation</td>
<td>Security innovations in product upgrades</td>
<td>-</td>
<td>✓</td>
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<tr>
<td>Legal compliance</td>
<td>Legal compliance in product upgrades</td>
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<td>Long-term support</td>
<td>Continuous product upgrades</td>
<td>-</td>
<td>✓</td>
</tr>
<tr>
<td>Predictable costs</td>
<td>Continuous product upgrades</td>
<td>-</td>
<td>✓</td>
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* New customers will receive support up to 90 days after the activation of a new software license (expansion or base package).
** Customers with an installed base will receive support until the 1st of January 2021.
FREQUENTLY ASKED QUESTIONS
# Frequently asked questions

## How to order an SMA

1. **Go to** [https://activation.boschsecurity.com](https://activation.boschsecurity.com) and export “Maintenance Extension Report”

2. **Email “Maintenance Extension Report” Together with SMA extension order**

3. **Forwards order to BU order desk**

4. **Check if SMA extension order matches SMA extension report**
   - If order and report match, expiry date in the licensing database is changed, otherwise order is refused and returned to Country Order desk.

5. **Generate PDF file with updated information on the SMA status**

6. **Email PDF file with new SMA extension Report**

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<tr>
<th>START</th>
<th>SMA expired</th>
<th>New SMA</th>
<th>END</th>
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![Diagram of the process](image-url)
Frequently asked questions
When does SMA start with a 1 year expansion?

SMA Expiry Date
1 year SMA expansion

- System installation
- License activation on 30.11.2020 + 1YR expansion
- Adding Expansion licenses
- Service expires, new order required
- 11 2020
  - ...
  - ...
  - ...
  - 11 2021
  - ...
  - ...
  - ...
  - 11 2025

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

- System installation
- License activation on 30.11.2020 with 1YR SMA expansion
- Adding Expansion licenses
- Service expires, new order ordered (incl. all expansions added until 11 2021)
- 11 2020
  - ...
  - ...
  - ...
  - 11 2021
  - ...
  - ...
  - ...
  - 11 2022
  - ...
  - ...
  - ...
  - 11 2025

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?

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. E.g., 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. We will give you a new system license (excluding the unused licenses) that you can use to order an SMA extension.
THANK YOU!