



BOSCH

Invented for life

Bosch Software Assurance

www.boschsecurity.com

Keeping you security system in good shape

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

Bosch Software Assurance is available in two options.

Bosch Software Assurance GO is our basic software maintenance and support offering. It is automatically included for all software products, without additional costs. All our customers benefit from our Security Knowledge Base and have access to hotfixes. The Security Knowledge Base allows you to gain detailed product insights, providing you with extensive technical literature.

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

With continuously changing sensors, e.g. IP cameras, and software 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 via e-mail and phone and access to hotfixes.

It provides you access to licensed software updates including software minor releases and software major releases. Depending on your Bosch 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 - Overview of Go and Pro

	Assurance GO	Assurance PRO
Comprehensive product information	●	●
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	1) Activation grace period* 2) Policy grace period**	●
Transparency regarding data security	●	●
Latest data security updates and support of latest legal regulations	–	●
Long-term support and predictable costs	–	●


* Customers receive support up to 90 days after the activation of a new software license (expansion or base package).

** Customers with an installed base receive support until the 1st of January 2021

How can I be covered by the Bosch Assurance PRO?


- ▶ 1 year Bosch Software Assurance PRO is added to each software offer by default. This can be manually extended to up to five years by increasing the quantity of the Software Assurance items.
- ▶ The coverage of a Bosch Software Maintenance Agreement applies to a specific system.
- ▶ The annual fee is 12% of the license fee.

Key benefits of a Bosch Software Maintenance Agreement



Comprehensive product information


Various online portals with detailed product information and trainings allow you to gain detailed product insights.



Compatibility


Any Bosch camera launched up to two years after the release of a BVMS version operates seamlessly with BVMS, ensuring that you can use the latest camera models for your project.*

* In some cases the configuration of new cameras might require you to use the Bosch Configuration Manager.




Technical support and hotfixes

You can reach our technical support team via e-mail and telephone. The entire team from first to third level is very experienced and will provide you with a solution as fast as possible. For customers with a Bosch Software Assurance PRO, the guaranteed response time during working days (Monday – Friday) is 72 hours.




Transparency

The Bosch Product Security Incident Response Team (PSIRT) ensures highest transparency regarding data security. We inform you about potential issues as soon as we are aware of them to make sure you have the same knowledge on digital security challenges as potential attackers.



Data security and legal compliance

Constantly updated data security and privacy protection measures in product upgrades ensure highest levels of data security and privacy protection and support you in fulfilling legal compliance requirements.



Long-term support and predictable costs

The regular system upgrades ensure that the software and the related components are supported throughout the lifecycle of your project. Moreover, continuous system maintenance and regular upgrades prevent avoidable costs and allow you to innovate your operations.

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