

BIS Software Maintenance Agreements (SMA)



- ▶ Maintain your system performance
- ▶ Keep up with the latest advances in data security and operating systems
- ▶ Get the highest return on your hardware investment
- ▶ Regular software updates with new functions and integrations available
- ▶ Long-term support and legal compliance at predictable costs

Bosch Software Assurance

Bosch Software Assurance offers comprehensive software maintenance and support service options for your Bosch Management Software. It is available in two options, GO and PRO:

Bosch Software Assurance GO

Bosch Software Assurance GO is our basic software maintenance and support offering. **It is a free service offered with all Bosch Management Software.** All our customers benefit from our Security Knowledge Base and our Training Academy. Our Security Knowledge Base also provides you with extensive technical literature of Bosch Management Software.

Bosch Software Assurance PRO

Bosch Software Assurance PRO is what you get when you purchase a **Software Maintenance Agreement**. 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.

System overview

Reasons to purchase a Software Maintenance Agreement

The advantages are compelling:

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 security and privacy 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, all at predictable costs to plan.

Functions

How to get the benefits of 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 multiples of 1 year.

Technical specifications

	Assurance GO	Assurance PRO (SMA)
Transparent product information	X	X
System expansions	X	X
After sales support Commissioning support Requesting hot fixes	For 90 days after activation of new license	X
Continuous product upgrades, including upgrades for new legal requirements		X
Access to IT security updates		X

Ordering information

BIS-SMA-BAS License for BIS-BGEN-BAS*, 1yr
1-year Service and Maintenance Agreement (SMA) for the Building Integration System (BIS)
Order number **BIS-SMA-BAS | F.01U.300.454**

BIS-SMA-AMPK License for BIS-FGEN-AMPK*, 1yr
1-year Service and Maintenance Agreement (SMA) for the BIS Alarm Management package
Order number **BIS-SMA-AMPK | F.01U.300.455**

BIS-SMA-1CLI License for BIS-XGEN-1CLI*, 1yr
1-year Service and Maintenance Agreement (SMA) for 1 additional BIS Operator Client
Order number **BIS-SMA-1CLI | F.01U.300.456**

BIS-SMA-5CLI SMA - BIS additional 5 Operator Client
1-year Service and Maintenance Agreement (SMA) for 5 additional BIS Operator Clients
Order number **BIS-SMA-5CLI | F.01U.327.527**

BIS-SMA-10CLI SMA - BIS additional 10 Operator Client
1-year SMA for 10 additional BIS Operator Clients
Order number **BIS-SMA-10CLI | F.01U.327.528**

BIS-SMA-1DIV License for BIS-XGEN-1DIV*, 1yr
1-year Service and Maintenance Agreement (SMA) for 1 additional BIS Division
Order number **BIS-SMA-1DIV | F.01U.300.457**

BIS-SMA-10DIV SMA - BIS additional 10 Divisions
1-year Service and Maintenance Agreement (SMA) for 10 additional BIS Divisions
Order number **BIS-SMA-10DIV | F.01U.327.529**

BIS-SMA-MSRV License for BIS-FGEN-MSRV*, 1yr
1-year Service and Maintenance Agreement (SMA) for 1 additional BIS server in a multi-server topology
Order number **BIS-SMA-MSRV | F.01U.300.458**

BIS-SMA-AUE License for BIS-FAUE-BPA*, 1yr
1-year Service and Maintenance Agreement (SMA) for the BIS Automation Engine (AUE) within BIS
Order number **BIS-SMA-AUE | F.01U.300.459**

BIS-SMA-100P License for BIS-XAUE-100P*, 1yr
1-year Service and Maintenance Agreement (SMA) for 100 additional BIS AUE detector points
Order number **BIS-SMA-100P | F.01U.300.460**

BIS-SMA-1KP License for BIS-XAUE-1KP*, 1yr
1-year Service and Maintenance Agreement (SMA) for 100 additional BIS AUE detector points
Order number **BIS-SMA-1KP | F.01U.300.461**

BIS-SMA-ACE License for BIS-FACE-BPA*, 1yr
1-year Service and Maintenance Agreement (SMA) for the BIS Access Engine (ACE) within BIS
Order number **BIS-SMA-ACE | F.01U.300.462**

BIS-SMA-ACEAPI. License for BIS-FACE-API*, 1yr
1-year Service and Maintenance Agreement (SMA) for the Access Engine application programming interface (API)
Order number **BIS-SMA-ACEAPI. | F.01U.302.686**

BIS-SMA-100C License for BIS-XACE-100C*, 1yr
1-year Service and Maintenance Agreement (SMA) for 100 additional BIS ACE cards
Order number **BIS-SMA-100C | F.01U.300.463**

BIS-SMA-1KC License for BIS-XACE-1KC*, 1yr
1-year Service and Maintenance Agreement (SMA) for 1000 additional BIS ACE cards
Order number **BIS-SMA-1KC | F.01U.300.464**

BIS-SMA-10KC SMA - ACE additional 10000 ID Cards
1-year Service and Maintenance Agreement (SMA) for 10,000 additional ACE cards
Order number **BIS-SMA-10KC | F.01U.327.530**

BIS-SMA-50KC SMA - ACE additional 50000 ID Cards
1-year Service and Maintenance Agreement (SMA) for 50,000 additional ACE cards
Order number **BIS-SMA-50KC | F.01U.327.531**

BIS-SMA-32DR License for BIS-XACE-32DR*, 1yr
1-year Service and Maintenance Agreement (SMA) for 32 additional BIS ACE doors
Order number **BIS-SMA-32DR | F.01U.300.465**

BIS-SMA-128DR SMA - ACE additional 128 Doors
1-year Service and Maintenance Agreement (SMA) for 128 additional BIS ACE doors
Order number **BIS-SMA-128DR | F.01U.327.532**

BIS-SMA-512DR SMA - ACE additional 512 Doors

1-year Service and Maintenance Agreement (SMA) for 512 additional BIS ACE doors

Order number **BIS-SMA-512DR | F.01U.327.533**

BIS-SMA-OFFL License for BIS-FACE-OFFL*, 1yr

1-year Service and Maintenance Agreement (SMA) for the BIS ACE Offline Doors basic package

Order number **BIS-SMA-OFFL | F.01U.300.466**

BIS-SMA-25OF License for BIS-XACE-25OF*, 1yr

1-year Service and Maintenance Agreement (SMA) for 25 additional BIS ACE Offline doors

Order number **BIS-SMA-25OF | F.01U.300.467**

BIS-SMA-25OSO 25 OSS-SO offline doors

1-year Service and Maintenance Agreement (SMA) for 25 OSO offline doors

Order number **BIS-SMA-25OSO | F.01U.402.822**

BIS-SMA-1KEY License for BIS-XACE-1KEY*, 1yr

1-year Service and Maintenance Agreement (SMA) for the connection of 1 Deister Key Cabinet to BIS ACE

Order number **BIS-SMA-1KEY | F.01U.300.468**

BIS-SMA-1MAC License for BIS-XACE-1MAC*, 1yr

1-year Service and Maintenance Agreement (SMA) for 1 additional Main Access Controller (MAC) in BIS ACE

Order number **BIS-SMA-1MAC | F.01U.300.469**

BIS-SMA-10MAC SMA - ACE additional 10 MAC

1-year Service and Maintenance Agreement (SMA) for 10 additional Main Access Controllers (MAC) in BIS ACE

Order number **BIS-SMA-10MAC | F.01U.327.534**

BIS-SMA-PRK License for BIS-FACE-PRK*, 1yr

1-year Service and Maintenance Agreement (SMA) for Extended Carpark Management in BIS ACE

Order number **BIS-SMA-PRK | F.01U.307.843**

BIS-SMA-VISWEB License for visitor management

1-year Service and Maintenance Agreement (SMA) for the Access Engine Visitor Management

Order number **BIS-SMA-VISWEB | F.01U.398.506**

BIS-SMA-VIE License for BIS-FVIE-BPA*, 1yr

1-year Service and Maintenance Agreement (SMA) for the BIS Video Engine (VIE) within BIS

Order number **BIS-SMA-VIE | F.01U.300.470**

BIS-SMA-1CHA License for BIS-XVIE-1CHA*, 1yr

1-year Service and Maintenance Agreement (SMA) for 1 additional video channel in BIS VIE

Order number **BIS-SMA-1CHA | F.01U.300.471**

BIS-SMA-SEE License for BIS-FSEE-BPA*, 1yr

1-year Service and Maintenance Agreement (SMA) for the BIS Security Engine (SEE) within BIS

Order number **BIS-SMA-SEE | F.01U.300.474**

BIS-SMA-2PNL License for BIS-XSEE-2PNL*, 1yr

1-year Service and Maintenance Agreement (SMA) for 2 additional G-Series panels in BIS SEE

Order number **BIS-SMA-2PNL | F.01U.300.475**

BIS-SMA-500P License for BIS-XSEE-500P*, 1yr

1-year Service and Maintenance Agreement (SMA) for 500 additional D6x00 accounts in BIS SEE

Order number **BIS-SMA-500P | F.01U.300.476**

BIS-SMA-BVMS License for BIS-FGEN-BVMS*, 1yr

1-year Service and Maintenance Agreement (SMA) for the connection between 1 BIS and 1 BVMS installation

Order number **BIS-SMA-BVMS | F.01U.300.473**

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