

Genetec Software Maintenance Agreement

Invest in the heart of your security system

Security Center is at the core of your security infrastructure and processes. Investing in a Genetec software maintenance agreement (SMA) gives you access to services and tools to ensure your system operates at peak efficiency and your team has access to the latest security innovations to help them accomplish their mission.

Benefits

Control Expenses and Decrease Downtime – Keeping your system up to date extends its life and prevents obsolescence. A Genetec SMA spreads the cost of updates over time, protects you from unexpected support expenses and prevents unplanned downtime through proactive maintenance.

Get Reliable Support from Product Experts – Genetec understands the importance of accessible and skilled support. A SMA ensures issues are resolved rapidly with complete access to certified in-house technicians familiar with complex security environments. Attain peace of mind knowing you have access to live phone support from Genetec’s technical assistance center.

Improve Security Processes – Security Center’s continuous update cycle introduces new features that empower your security staff and allows you to improve processes, enhance security and decrease response time.

Increase System Performance Visibility – SMA owners get access to Genetec’s web-based Health Monitor tool where you can get detailed information on your security system’s status and review key availability metrics.

Benefit From the Latest Technology – Take advantage of improvements in security technology with Security Center’s expanding ecosystem. Get access to new camera models, access control devices, analytic solutions and more by keeping your Security Center system updated.

Get Started with Hybridization at Your Own Rhythm – Experience the benefits of Genetec’s hybrid cloud services with risk-free trials. Safeguard critical video archives and easily increase video retention period without investing in additional hardware with Cloud Archives, and extend video surveillance coverage to remote sites without deploying local servers with cloud camera connections.



Get More Out of Your System

Your Genetec software maintenance agreement provides you with all the services needed to unlock your system's complete potential and ensure your investment is protected.



Technical Assistance Center

SMA owners can create unlimited tickets with our technical assistance team. Live support is available during business hours over the phone or using GTAP chat, while Genetec's web-based portal allows you to open new tickets and track their evolution at any time.



Technical Consulting

Whether you want assistance in preparing for a system update or database move, or simply want a thorough assessment of your system's health and performance, your SMA provides you with up to 8 hours of technical consulting services to use as you see fit.



Software Releases

Benefit from Genetec's proven track-record of innovation and get access to the latest features and integrations. All Genetec system owners have access to in-version service releases, but only an active SMA gives you access to minor and major releases at no additional charge.



Cloud Services Trial

A Genetec SMA allows you to try Genetec's hybrid cloud services. Up to 5 terabytes of Genetec cloud archives and up to 4 cloud camera connections are included with your SMA at no additional cost.



GTAP Health Monitor

The GTAP Health Monitor provides a centralized view of a system's availability, health issues and alerts. Statistics, such as uptime and downtime, issues count and meantime between failures can be reviewed per system, device categories and per individual device, while health issues are listed for each connected system.



Customize your Genetec SMA

Adapt your SMA to your company's needs with optional 24/7 support, Dedicated Support Services and more.

Genetec

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