



## Software Maintenance Agreement (SMA)

### Updates

Keeping your new server healthy has become a major part of CCTV maintenance. Soon it will be a fact of life that you go into your CCTV server and make windows updates. In order to do this safely you would need to have the comfort that any update you made would not affect the VMS, with our SMA in place this would give you the peace of mind that you could up-date the VMS and camera firmware at the same time as updating windows.

### Development

All software takes a lot of development time and lots of people with even more hours to complete the whole process. The Ernitec EVR software is no different, we have over 50 engineers working on our software making the improvements to current versions, new camera drivers and exciting new features for the future.

### Support

In the last four years we have made massive improvements in our software and at the same time hardware has taken a massive leap forward enabling software to do more and more. Just think a couple of years ago would you have expected Microsoft to stop supporting XP? But here we are in 2015 and they have and the all new Windows 10 is nearly here.

### SMA For Servers

It's for reasons like this that we have introduced our SMA concept, by adding SMA to your Ernitec VMS purchase you are safeguarding the future of your system. During the life time of your CCTV system we will be bringing out new major versions and if you have an SMA in place these new versions will be included in the support contract to you and they will be free of charge. You can set up an SMA for a single year and renew them each year or purchase several years all in one go. You can also tie our SMA into the maintenance agreement that you offer your customer.

## Ernitec SMA Features

- **Software Upgrades:** all Ernitec EVR new software versions are available at no extra cost for the life of your SMA contract.
- **License Modifications:** no charge for the service to carry out license modifications such as upgrades, extensions and change of hardware
- **Training:** On-line basic training on how to install, configure and manage Ernitec EVR software and recorders with practical tips and a wealth of knowledge and experience to help both engineers and end-users get the most from their Ernitec EVR solution
- **Support:** Direct and fast support is offered to all customers taking the software upgrade package. This includes assistance with those difficult configuration issues, support case prioritization and pre-installed remote system access software

### Benefits

- **Future Proof:** Protect your investment and ensure that you and your customers have access to upgrade to the latest features and software versions when available free of charge .
- **Customer Satisfaction:** Ensure you are equipped to help your customers get the most from their new system and receive optimal support from your engineers with comprehensive and easy to understand product training.
- **Reduce Costs:** Ernitec commission the systems helps to reduce installation time.
- **Fast Response:** Ensure your engineers receive prompt and efficient support when they need it.

### Terms & Conditions

- The Software Upgrade Packages can be purchased along with Ernitec NVR system or within 6 months from the date of which the Ernitec NVR system or Software licenses were purchased. If no Software Upgrade Package is in place any change to a new major version release will be charges at the full license price at the time of upgrade
- For license modification only the service cost to extend licenses are covered all additional licenses are subject to standard costs at the time of purchase
- Training is available via upon customers request subject to availability.
- The package does not include or extend cover for any hardware components and only applies to Ernitec EVR Manufactured Software.

### EVR VMS Software Maintenance Agreement

- **SMA EVR Pro Ch, 1 year SMA license 0063-999980**
- **SMA EVR Ent Ch,1 year SMA license 0063-999981**