



Access Control | Video Surveillance | Security Systems



SOFTWARE MAINTENANCE AGREEMENT

INNERRANGE.COM

WHY STAY UP-TO-DATE?

Inner Range is an Australian manufacturer of unified Video Management, Access Control, Security sub-systems with over 130 third party integrations all presented seamlessly in our security management software. Our successes can be attributed to the real-world feedback from our customers, throughout our extensive 36+ year history, that have attributed to system design, feature development and best in class customer support systems.

Inner Range continuously invests in research and development ensuring our products are innovative, cyber secure, and are at the cutting-edge of unified video surveillance, intruder detection and access control technology. This ensures that your investment, in an Inner Range technology platform, provides you with the very latest developments now and into the future. Using the most up to date version of Inner Range software ensures your business benefits from these significant R&D investments and makes your organisation's security solution cyber-safe and secure against would-be attackers.

FASTER. BETTER. SAFER

Top reasons to stay up to date:



CYBER SECURE

Reduce risk with the latest cyber security updates.



OPERATIONAL COST SAVINGS

Take advantage of new features to drive operational efficiency.



INTEGRATIONS

Support new integrations to third-party systems.



OPTIMISATION

Improved functionality and performance of existing features.



COMPLIANCE

Ensuring compliance with company or government regulations.



GREATER SYSTEM STABILITY

Greater stability and bug-fixes.



PEACE OF MIND

Future-proof your investment.

SOFTWARE VERSIONS

Inner Range has multiple software version releases each year. Version names match the year in which the software was released, e.g., version "V25" for the latest software release in 2025. It is highly recommended to always remain in the current year of release to mitigate cyber risks and increase system stability.

There are four editions of the Integriti/Infiniti software:

EXPRESS



PROFESSIONAL



BUSINESS



CORPORATE



VERSION UPGRADES

The purchase of a new software edition automatically includes up to 24 months of free version upgrades. E.g. software purchased in 2025 entitles you to all version upgrades throughout V25 (2025) and V26 (2026). The Express software is treated differently, however, in that Express is automatically licensed for the latest version for free, regardless of age.

After the initial free version upgrade period has expired, version upgrades can be purchased either via:

- 1. A once-off version upgrade license; or**
- 2. A Software Maintenance Agreement.**

Both options are provided to empower you with the freedom to choose how you maintain the software according to your needs, budget, and timeframe.

VERSION UPGRADE LICENSES

A version upgrade license can be purchased after the free upgrade period has lapsed. The version upgrade license allows your software to be upgraded to the current version. E.g. a site running V18 (2018) which purchases a version upgrade license in 2025 would then be entitled to upgrade to V25.

SOFTWARE MAINTENANCE & SUPPORT AGREEMENT (SMA)

Inner Range has a top tier maintenance program to support end-users of our unified security management software. Investing in an SMA guarantees that your business is always up to date with the latest innovations, ensures that you have technical support available when needed, and most importantly, addresses constantly evolving cyber security threats.

With 1, 2, 3, or 5-year options, the SMA provides you with:

1. Direct communication with Inner Range Technical Support and Professional Services during business hours (AEST).
2. Priority technical support through our prioritised customer support ticketing system.
3. Version upgrades for the duration of the SMA. For example, a two-year SMA taken up in 2022 would therefore automatically include the V24 upgrade license.

Paid-for Optional Extras

4. 24/7 support (fixed rate, regardless of system size).
5. System auditing and health checks.
6. Onsite software support for customers without remote access.
7. Support for custom software enhancements.



END-USER CHOICE

No Hidden Costs!

Inner Range does not impose software backdating costs for version upgrade licenses or SMAs that may have lapsed or were never taken up. For example, a site running V16 (2016) wishing to take up an SMA in 2025: the costs will be for version V25 (2025) only and NOT include any backdating charges for the years in which the SMA was not active. This empowers the end-user to purchase Inner Range software with the confidence they will not be penalised later, should they determine they require a SMA to benefit from the cyber security updates and feature developments of the product.



FREQUENTLY ASKED QUESTIONS

1. What is an SMA?

An SMA is an optional service that gives you direct manufacturer support and software version upgrades as well as providing a foundation for additional tailored professional services.

2. Does an SMA replace the services of an installer?

No. An SMA complements the services of the installer by providing an additional avenue of software support (hardware support is not included) as well as software version upgrades. This service is designed to answer 'helpdesk' style inquiries. Any critical system configuration or engineering-level support may be quoted as a separate professional service in concert with the installer.

3. How do I purchase a version upgrade license or SMA?

Contact your incumbent security installer for a quote.

4. What are the T&Cs surrounding the SMA?

The SMA is simply governed by standard [Terms and Conditions of Sale](#) and does not require a signed agreement.

5. What happens if my SMA expires?

If the SMA lapses, the system will continue to function as normal with no loss of features. You will no longer be able to access direct manufacturer support or version upgrades. However, once-off version upgrade licenses can always be separately purchased on an ad-hoc basis.

6. I need 24/7 manufacturer support for my site, do you provide this?

Yes, please contact your incumbent security installer for a quote. 24/7 support is an optional extra to an SMA and is quoted as a fixed yearly rate, regardless of the size of your system, so your costs can be easily predicted.

Please contact your security installer or sma@innerrange.com for any inquiries.



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