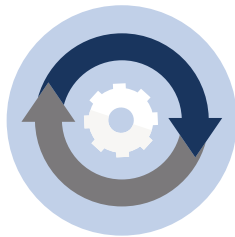


# Genetec Advantage

A comprehensive maintenance package that includes software upgrades, premium support, and system monitoring.

Increase the value of your security investment with automatic software upgrades so that your system always has the latest release. Get new system capabilities like improved performance and usability, security updates, and expanded third-party integrations.



## Software upgrades

Protect your investment by extending the longevity of your system with each new software release. Benefits from software upgrades to both minor and major releases include:

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Cutting edge features that leverage the latest evolutions in security systems technology and can enable new use cases, provide new insights, and decrease operational costs

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Usability improvements that help system administrators be more efficient in configuring and using the software

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Performance improvements so that you can get the most out of hardware investments

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Security improvements to make sure your system stays compliant with evolving security requirements and follow security best practices

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New third-party integrations to increase your security ecosystem

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Focus your attention on your security operations rather than on the systems supporting it. With the System Availability Monitor, our integrators will keep a close watch on your system for you to quickly identify potential issues and resolve them.



## Premium support

Give your system integrator the edge with live assistance to Genetec™ Technical Support:

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Get phone and chat support during business hours

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Prioritized support requests for faster response times

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Access to our collaborative support model where interactive transfers are completed from front-line technicians to product support specialists to streamline the case's resolution

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Faster resolutions for complex issues with in-depth troubleshooting from our advanced product experts

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Multiple support languages are available

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Immediate access to available hotfixes

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Open an unlimited number of cases, which are tracked through the Genetec portal

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With Genetec Advantage, you'll have access to optional services to fit your needs:

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Access to round-the-clock support with the 24/7 option

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Access to a dedicated engineer, part-time or full-time, with the dedicated support option

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Access to Genetec Professional Services for customized knowledge-based services for our clients



## System Availability Monitor

With Genetec Advantage, your system integrator can access the Genetec System Availability Monitor anytime through our intuitive web-based interface:

Remotely monitor your system with real-time statistics on system uptime, mean-time-to-recovery, and downtime

Identify potential issues by inspecting raised alarms, and take action before they come to life



## Self-service training and learning tools

Empower your operators by giving them access to the latest system knowledge, tools, and training.

Get access to the Advantage Learning Portal that provides basic operator training courses for Security Desk, helping you automate operator onboarding and training.

Get basic assistance for quick questions pertaining to Security Desk with the Operator Chat Assistance. This chat does not require any certification and will provide direct access to the Genetec support team.

Obtain a voucher for complete end user certification training, allowing a power user or IT Admin to receive training and be certified to access Genetec support by phone, chat, and GTAP.

## Genetec Advantage benefits summary

**Cost:** Based on number of connections (camera connection, reader connection or other entity)

**Duration:** 1 - 5 Year terms

|                                              |   |
|----------------------------------------------|---|
| Online self-help tools                       | ✓ |
| Basic operator onboarding courses on the LMS | ✓ |
| Online support case management               | ✓ |
| General technical assistance                 | ✓ |
| Real-time support                            | ✓ |
| Advanced troubleshooting                     | ✓ |
| Premium live chat and phone support          | ✓ |
| Operator chat assistance                     | ✓ |

|                                 |                                                           |
|---------------------------------|-----------------------------------------------------------|
| Collaborative support model*    | ✓                                                         |
| Comprehensive service levels    | ✓                                                         |
| Software warranty updates       | ✓                                                         |
| Software releases and hotfixes  | ✓                                                         |
| System availability monitor     | ✓                                                         |
| Optional advanced support       | 24/7 Support **<br>/ Client Care**                        |
| Access to Professional Services | Field Engineering**<br>Deployment Project<br>Management** |

\* Knowledge interactive transfers from front-line technicians to product support specialists as needed to streamline case resolution.

\*\* Optional with Genetec™ Advantage.