

Genetec™ Advantage

Sharing Knowledge for a Lifetime of Innovation

Genetec™ Lifecycle Management offers comprehensive support and services options that will cover your system, whether large or small, from activation and deployment throughout the lifetime of your product. When you invest in Genetec™ Security Center, you automatically benefit from Genetec™ Assurance which includes initial deployment assistance, online case management, and learning resources designed to keep your system running as purchased.

And now, as part of Genetec™ Lifecycle Management, you can choose Genetec™ Advantage, our premium support service offering that ensures your system continuously performs at peak efficiency even as you expand your system, add new devices, leverage advanced capabilities, enhance your security environment, or upgrade to the latest software version. By purchasing Genetec™ Advantage, you can access services and benefits that allow your organization to be the first to profit from the expertise and ongoing innovation offered by Genetec™.

Invest Confidently In The Future – Choose Genetec™ Advantage

Genetec™ Advantage helps you maintain peak system performance with advanced collaborative support, system health tools, access to all software updates and releases, and a yearly allotment of technical consultation hours. With Genetec™ Advantage, you have access to new features, including cloud services, and can add optional customized professional services and advanced support when you need them most.

	Genetec Assurance	Genetec Advantage
Cost	Included	Based on Deployment Scale
Duration	System Lifetime	1-5 Years
Online Self-Help Tools	✓	✓
Online Support Case Management	✓	✓
General Technical Assistance	✓	✓
Real-Time Support	Deployment Assistance	✓
Advanced Troubleshooting	Deployment Assistance	✓
Collaborative Support Model*		✓
Comprehensive Service Levels		✓
Software Warranty Updates	Available within Release	✓
Software Releases and Hotfixes		✓
System Availability Monitor		✓
Optional Advanced Support		24/7 Support** / Dedicated Support Engineer**
Access to Professional Services		Field Engineering** / Deployment Project Management** Up to: 40 hours Technical Consultation Included
Enhanced Features		Up to: 100 TB of Cloud Archives 100 Stratocast™ Cameras

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

** Optional with Genetec™ Advantage.

Benefits of Genetec™ Advantage

Genetec™ Advantage allows you to get the highest return on your security investments, year after year.



Stay Connected with Our Experts

Create as many support cases as needed with our technical assistance team and access live support via phone or chat* during business hours. You can easily open new cases from the Genetec™ Portal and track their status via your technical assistance dashboard at any time.



A Collaborative Approach to In-Depth Support

Genetec™ Advantage customers benefit from our comprehensive service level commitments, warm transfers to specialist support technicians as needed, and advanced troubleshooting techniques to ensure rapid resolution times. This results in less time and money spent on maintaining your system.



Access Our Latest Innovations

Always benefit from our innovation and productivity gains to keep your system at peak performance as your security needs evolve. Only Genetec™ Advantage gives you access to major and minor releases as well as all software updates and the newest integrations as soon as they become available.



Enhance Your System with Technical Consultations

Receive up to 40 hours of technical consulting as your needs evolve, including assistance in preparing for a database move, for a thorough assessment of your system's health and performance, or for a system assessment, upgrade, migration, or expansion.



Ensure the Ongoing Health of Your Platform

Leverage the System Availability Monitor feature to get a centralized view of the overall performance of your system. Quickly identify and resolve health issues while monitoring real-time statistics on system uptime, mean-time-to-recovery, and downtime.



Opt for More Dedicated Resources

Based on your security needs, you can choose to add additional premium support services, including 24/7 and dedicated account support. This comprehensive package also puts Genetec™ professional services, including Project Managers and Field Engineers, at your fingertips to help you through the most demanding deployments and projects.



Expand Your Storage in the Cloud, Risk-Free

Expand your storage without the need for additional on-site server investments using our hybrid cloud services. Receive up to 100 terabytes of Genetec™ Cloud Archives as part of this comprehensive package.



Easily Add Cameras in the Cloud with Stratocast™

Quickly add more cameras to your system or facilitate remote camera installations with Stratocast™. Receive up to 100 Stratocast™ Standard camera connections to easily grow your system at your own pace.

*Must also be a Genetec™ Certified Professional to have access to support via phone or chat.

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