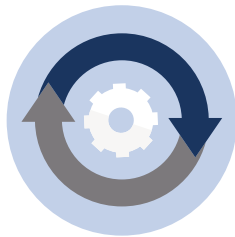


Genetec Advantage

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

With software upgrades, you'll automatically have access to the latest releases which will increase the value of your security investment. 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:

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

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

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

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

New third-party integrations to increase your security ecosystem

Focus your attention on your security operations rather than on the systems supporting it with our premium support. Tailor our services to match your needs, whether it's 24/7, only during business hours, or dedicated support.

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:

Get Phone and chat support during business hours

Prioritized support requests for faster response times

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

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

Multiple support languages are available

Immediate access to available hotfixes

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

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

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

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

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



Get more perks

Access to benefits that scale with the value of your Genetec Advantage coverage (minimum contract value required):

Up to 128 Camera Integrity Monitor licenses ¹

Up to 64 Privacy Protector™ licenses ¹

Up to 100 TB of Genetec Cloud Storage for off-premises storage expansion

Up to an unlimited amount of Genetec Mobile app licenses to remotely connect to your Security Center system over a wireless IP network ¹

Up to 40 hours of technical consultation directly from the Professional Services organization - they check the health of your system and make recommendations, plan upgrades or migrations, and assist with feature configurations

¹The complimentary licenses for Camera Integrity Monitor, Privacy Protector™ and Genetec Mobile app are temporarily applied to the system(s) for the duration of the Advantage contract. All Advantage benefits are not accumulative year-over-year.