

Software Support Agreement



Protect Your Security Investment

The Value of a Software Support Agreement (SSA) for the End User

Purchasing a Software House and American Dynamics security system does more than arm your facility with state-of-the-art access control and video surveillance. It provides you, your employees and your visitors with the peace of mind you can only get from a provider known for ultra-reliable products and rigorously trained integrators.

With Software House and American Dynamics, you get enterprise-class, open platform products. Our flagship video solutions, VideoEdge and victor, combine with our robust access control solutions, C•CURE 9000 and C•CURE 800/8000, to provide a fully integrated security system.

You have taken the measures necessary to secure your facility - protecting your investment in your security system is just as critical. An SSA provides your integrator with access to:

- Up to three new releases annually which allows you to maintain version compatibility and protect against cyber attacks
- Regular updates to your system
- Technical support for your integrator on your behalf to ensure the software works with the latest camera handlers, controllers, encoders, etc.
- Support specialists who can quickly troubleshoot system problems across hardware, operating systems, databases and peripheral devices in analog and IP networks

Consider Buying an American Dynamics or Software House SSA to:

- Reduce the cost of ownership by using your integrator's expertise, knowledge and availability
- Increase your return on investment by having access to the latest software enhancements
- Prevent system downtime and delays by giving your integrator priority technical support for your system

What Else Should Your Company Consider?

- Teaming with your local integrator for on-site support to fully understand your security environment and technical issues
- Visit our website for a complete list of available courses and end user on-site training classes:

<http://www.solutionwhere.com/TSPtraining/cw/main.asp>

For more information on Tyco Security Products solutions, visit:

www.swhouse.com
www.americandynamics.net
www.tycosecurityproducts.com

SSA Service Offerings	Standard	Enhanced
Software upgrades	✓	✓
Priority integrator technical support	✓	✓
Software maintenance including updates, service packs, hot fixes	✓	✓
Remote diagnostics	✓	✓
Latest camera handlers and driver updates	✓	✓
Tech support from 8:00 a.m. – 8:00 p.m. EST (Monday - Friday)	✓	✓
24/7/365 Technical support		✓