



Genetec™ Lifecycle Management

Genetec™ Advantage Description

Version 1.0

2016-02-28

Table of Contents

1	Genetec Lifecycle Management Overview	3
2	Genetec™ Advantage Description	3
2.1	Genetec™ Advantage Services	4
3	Genetec™ Technical Assistance Center (GTAC)	5
3.1	Contacting the GTAC	5
3.2	Response Times	5
3.2.1	First Response	5
3.2.2	Status Updates	6
3.3	Support Case Severity Levels	6
3.3.1	Severity Level Descriptions	6
3.3.2	Severity Level Examples	7
4	Optional Services	8
4.1	24/7 Support	8
5	Professional Services	9
5.1	Dedicated Support	9
5.2	Field Engineering Support	9
5.3	Project Management	10
6	Benefits	10
6.1	Technical Consultation	10
6.2	Complimentary Cloud Services	11

1 Genetec™ Lifecycle Management Overview

Genetec™ Lifecycle Management (GLM), is a software, support and services offering. Lifecycle Management is available in two options: Genetec™ Assurance, which is free of charge for all new and existing customers, and Genetec™ Advantage, an optional premium paid-for option.

Genetec™ Advantage includes premium collaborative support with advanced troubleshooting, dedicated support resources that includes up to 40 hours of consulting per year, access to all software releases, and proactive system health tools that help streamline maintenance, saving customers time and money. With Genetec™ Advantage, customers also have access to complimentary cloud services such as the addition of up to 100 Stratocast™ camera connections, and up to 100 terabytes of Cloud Archives storage to expand their system into the cloud, risk-free..

For those who opt not to purchase Genetec™ Advantage, Genetec™ Assurance offers an initial period of increased support and software updates to facilitate system deployment. Throughout the lifetime of their Genetec™ product, customers with Genetec™ Assurance also have unrestricted access to a wealth of self-service tools and learning resources, and online technical assistance that is tracked through a personalized support dashboard to keep their system running as purchased. For a detailed description of Genetec™ Assurance, please refer to the EN_GLM_ASSURANCE document.

2 Genetec™ Advantage Description

Genetec™ Advantage provides customers unrestricted access to technical support¹ and software releases, both minor and major, as well as several value-added services to proactively maintain system performance. Genetec™ Advantage protects the investment that is made in the solution by maintaining the system up to date with the latest technological innovations developed by Genetec™, by ensuring that the system operates and functions optimally and that users leverage the system's full potential in order to generate maximum ROI from the solution. Genetec™ Advantage is available for all packaged software products developed by Genetec™, including but not limited to Security Center, Security Center Mobile, Omnicast™, Synergis™, Sipelia™ and AutoVu™ Patroller.

¹: When contacting the GTAC by phone or by chat through the Genetec™ Portal, a valid certification ID # and a System ID # are required.

2.1 Genetec™ Advantage Services

Under Genetec™ Advantage coverage, Genetec™ Inc. ("Genetec™") hereby undertakes to provide to the Customer the services set out below with respect to the system during the defined term.

Software Update Services	
SW Warranty Updates: SR's/CU's	Included
Major and Minor Software Releases	Included
Emergency Hot Fixes ¹	Included
Genetec™ Technical Assistance Center (GTAC)	
Business hours	Please visit http://www.genetec.com/about-us/contact-us for business hours in your region
Support Cases	Included
Inbound/Outbound Phone Support ²	Included
Live Chat Support ²	Included
Collaborative Support Model	Included
Advanced Troubleshooting ³	Included
Genetec™ Portal Access	
Online System Management	Included
Online Case Management	Included
License Management	Included
Technical Information Service, Known Issues	Included
Self-paced Video tutorials	Included
Support Dashboard	Included
User Forums	Included
SAM (System Availability Monitor) through Genetec™ Portal	Included

¹: Emergency Hot fixes are bugs to be fixed outside of Service Releases or Cumulative Updates.

²: When contacting the GTAC by phone or by chat through the Genetec™ Portal, a valid certification ID # and a System ID # are required.

³: Remote Sessions, reproduce issues in Genetec lab, Log and traces Analysis, Identification of environmental issues, R&D Escalation

3 Genetec™ Technical Assistance Center (GTAC)

3.1 Contacting the GTAC

For customers with Genetec™ Advantage coverage, Live support is available during business hours over the phone and through our online Chat services on the Genetec portal. The Technical Assistance section of the Genetec™ Portal is the online extension of Genetec's Technical Assistance Center where you will find in-depth support information and tools for our full suite of IP security solutions.

To find the GTAC phone number as well as business hours in your region, please go to our Support section of the Genetec™ website at <http://www.genetec.com/support/maintenance/genetec-technical-assistance-center>.

Contacting the Genetec™ Technical Assistance Center through the Genetec™ Portal, is done by opening a Support Case in the Case Management Section. All support cases whether opened, resolved or created through the Genetec™ Portal or through other means can be consulted on the Genetec™ Portal's technical assistance section in order to get the latest status or to communicate with the GTAC Specialist assigned to the case.

3.2 Response Times

3.2.1 FIRST RESPONSE

Genetec™ Technical Assistance Center will respond to all new support inquiries placed by Genetec™ Advantage owners within the following time frames:

Entry Points	Owner with Valid Certification Average Response Time	Owner without Certification Average Response Time
Phone call	Within 5 minutes	Not available
CHAT	Within 5 minutes	Not available
Genetec™ Portal	2.5 business hours	12 business hours

3.2.2 STATUS UPDATES

Genetec™ Technical Assistance Center will provide continuous updates on the status of the troubleshooting based on the severity of the case as detailed in the table below.

	Owner with Valid Certification In Progress	Owner without Valid Certification In Progress
Critical	4 hours	24 hours
High	1 business day	Best Effort
Medium	2 business days	Best Effort
Low	3 business days	Best Effort

Status updates are provided within regular GTAC business hours in your region. The case will be automatically closed if GTAC doesn't receive any updates from customers within 3 business days. Keep in mind that cases can be re-opened if your issue or questions/concerns have not been addressed.

3.3 Support Case Severity Levels

Below you will find the Severity descriptions followed by typical examples of issues or situations you may encounter and what respective severity levels they represent. This list is not exhaustive but its purpose is to guide Genetec™ Advantage owners to align the severity level definitions with the Genetec™ Technical Assistance Center support specialists.

3.3.1 SEVERITY LEVEL DESCRIPTIONS

Severity	Description
Critical	Product is not functioning or functionality is significantly impaired.
High	Major feature of product is not functioning or functionality is significantly impaired.
Medium	Minor feature of product is not functioning or functionality is significantly impaired.
Low	General question on functionality.

The severity of a case may be escalated based on changing customer situation.

3.3.2 SEVERITY LEVEL EXAMPLES

Severity	Examples	
Critical	General	▶ Multiple services or roles constantly restarting
	Video Surveillance	▶ Entire system is down and not operational or Video is not being recorded on multiple cameras
	Access Control	▶ None of the credential work, or none of the doors are opening or main doors don't open/lock
	License Plate Recognition	▶ LPR System is not able to read plates or crashing frequently or Cameras are offline or not reading plates
High	General	▶ Users unable to log in (AD) or unable to launch client application ▶ Alarm Management not functioning ▶ Service or role crashes/restarts sporadically
	Video Surveillance	▶ Video not recorded on a few cameras or large number of cameras not available
	Access Control	▶ Secondary door does not open/lock or Synchronization problems
	License Plate Recognition	▶ System is working but on occasion it is crashing ▶ No wireless connection or GPS problem ▶ Hotlist or permit list match process is not functional
Medium	General	▶ Licensing
	Video Surveillance	▶ Poor image quality ▶ PTZ or USB joystick doesn't work properly ▶ Cameras occasionally not available
	Access Control	▶ Some controllers are offline, Badge Printing, Reporting, Missing Events
	License Plate Recognition	▶ Hardware broken, but system still can read plates ▶ Not able to offload or download new data
Low	▶ Feature requests, general questions and How to's	

4 Optional Services

4.1 24/7 Support

The 24/7 Support is an option that can be purchased, which allows Genetec™ Advantage owners to contact the Genetec™ Technical Assistance Center 24 hours a day, 7 days a week. Owners of system(s) with Genetec™ Advantage coverage and 24/7 support purchased option who require support outside Genetec™ Technical Assistance Center business hours in their region, will have to enter their certification number and Genetec™ Advantage Contract number to leave a message. A Genetec™ Support Specialist will then call back within 30 minutes.

5 Professional Services

Genetec Professional Services comprise a team of highly-skilled experts who are at your disposal. With proficient and qualified project managers, field engineers, and dedicated support staff, you can rely on our company's expertise to make sure your customers get a powerful and reliable security platform that meets all of their requirements.

5.1 Dedicated Support

Dedicated Support Services provide personalized, dedicated support to respond to any issues or questions the customer has about the end-user's Genetec™ Security System. Your support needs are managed by an experienced member of the Genetec™ Technical Support Team who has in-depth knowledge of Genetec™ solutions and troubleshooting techniques as well as the specifics of your Genetec™ production environment. Monthly reviews of open support cases and one yearly remote system assessment are included.

There are two different options available for this service:

A) Dedicated Shared GTAC Support Specialist

The assigned Dedicated GTAC Support Specialist will be responsible to support a limited number of dedicated client accounts. Therefore, customers acquiring this service will essentially be sharing the Dedicated GTAC Support Specialist with other customers.

B) Full Dedicated GTAC Support Specialist

The assigned Dedicated GTAC Support Specialist will be exclusively responsible for the support of a single customer.

Customers with Dedicated GTAC Support will be assigned a toll-free number accessible from 9H00 to 18H00 Eastern Time (GMT-5) and email address.

Note: Outside of the Dedicated business hours, customers will go through the regular support queues in order to obtain immediate assistance.

5.2 Field Engineering Support

Field engineering experts from Genetec assist you with the flawless deployment of a Genetec system. We work for you as part of your delivery team and complement your services to deliver the project not only on time and on budget, but also without issues and hassles.

5.3 Project Management

Lean on our project management team to ensure deployment success by getting a single point of contact within Genetec. With a vast experience in deploying projects in various verticals, our project managers will help you coordinate logistics, clarify objectives, identify and mitigate risk, and deliver custom solutions for your customer's unique environment.

6 Benefits

Genetec™ Advantage includes complimentary allocations of innovative hybrid cloud services as well as Technical Consultations from Genetec™. These benefits and services are made available based on the MSRP value of a one year Genetec™ Advantage contract.

MSRP (USD\$) value of a one year contract	Stratocast™ Cameras	Cloud Archive	Technical Consulting Hours
Greater than 500\$ up to 5K\$ USD	2	1 TB	-
Greater than 5K\$ USD up to 20K\$ USD	4	2 TB	4 hours/year
Greater than 20K\$ USD up to 40K\$ USD	8	5 TBs	8 hours/year
By slice of 20K\$	+4	+5 TB	+4 hours/year
Up to	100 cameras	100 TB	40hrs/year

For more information, please contact either your Regional Sales Manager or our Inside Sales Team. Genetec™ Advantage benefits are available and valid as long as the respective Genetec™ Advantage coverage is active. To redeem your Genetec™ Advantage Benefits, please go to the Genetec™ Portal.

6.1 Technical Consultation

Genetec™ Technical Consultations are available to our clients to offer project assistance including the configurations and use of Genetec™ products, planning system installation/upgrade/migration, or a health and status assessment. Receive up to 40 hours of technical consulting to use based on your needs for services such as assistance in preparing for a system update, expansion, database move or a thorough assessment of your system's health and performance..

Clients with valid Genetec™ Advantage coverage may request Technical Consultations with Genetec™ Technical Services team by using their available technical consultation

hours. Available technical consultation can be booked through the Genetec™ Portal and will be scheduled during regular GTAC business hours in your region.

6.2 Complimentary Cloud Services

Experience the benefits of Genetec™'s hybrid cloud services. Safeguard critical video archives and easily increase video retention periods without investing in additional hardware with Cloud Archives, and extend video surveillance coverage to remote sites without deploying local servers with Stratocast™ camera connections.

Receive up to 100 terabytes of Genetec™ Cloud Archives and up to 100 Stratocast™ camera connections as part of this comprehensive package. Available Cloud Services can be redeemed through the Genetec™ Portal.