Software Maintenance Upgrade Program

Enhanced Service Offering

Honeywell

Software Maintenance Upgrade Program

Honeywell's SMU program is designed to protect your customer's investment. The SMU program ensures your customer has the latest software releases available to them to help maximize the benefits of their access control and/or video system. Many of Honeywell's software releases come with comprehensive feature enhancements to enable greater functionality and system efficiency which helps keep your customer's system running at peak performance.

Enhanced Level of Service

Honeywell's SMU provides an enhanced level of service by providing increased awareness of new releases, updates, patches and fixes. Backed by world class service through global presence, Honeywell can provide better support for you and your customers whenever you need it most.

Improve Customer Satisfaction

• Honeywell services help improve your customer's satisfaction by keeping them current on the latest releases and updates. Having a satisfied customer is important to keep retention high and create long-term customer loyalty.

• Honeywell services help you work with your customer by providing the annual agreement at no charge to you for the first year the software is registered. In addition, when it comes to renewal, Honeywell has no-penalty renewal coverage for up to 90 days. We know you and your customers are busy and want to make sure our support and services are working to help you improve your business.
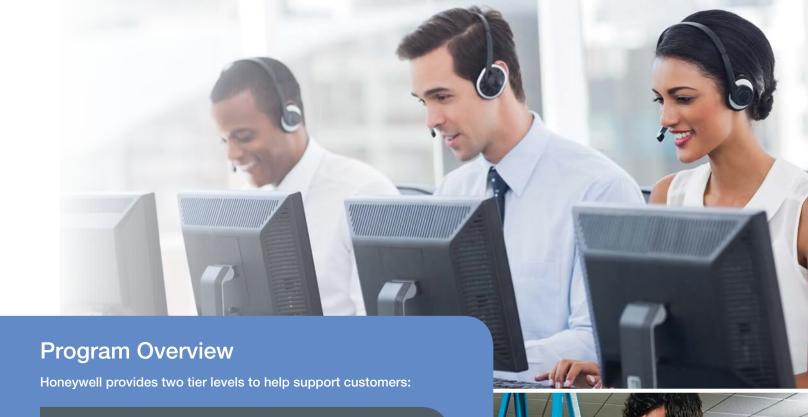
Revenue from Services (RMR)

• Honeywell's SMU allows integrators to capture recurring monthly revenue (RMR) from services. Included first year standard service agreement provides value added service at no extra charge.

• Multi-year service agreements add value so you can continue to provide for your customers.

• Create additional opportunities to drive value and sell upgrades to existing systems

For more information on Honeywell Services, please go to www.honeywellsystems.com/support

Additional Services Available

• Database password resets
• Database repair
• Database upgrade
• Custom third party database importing
• Remote software application upgrades
• Remote training
• Database optimizations
• Data recovery services
• On site training and support services
• On site system optimization services

Program Overview

Honeywell provides two tier levels to help support customers:

SMU | Standard level of services

– **New Versions:** upgrade the existing version of software to the newest version – typically includes many new feature sets, capabilities and other improvements

– **Service Pack:** adds new features to existing versions and corrects or improves system functionality

– **Patches:** corrects or improves existing features – may include more than one improvement

– Includes first year SMU with new software purchase (multi-year options available)

SMU 24/7 | Add on to our standard level of services

– Includes emergency (system down) telephone technical support outside standard business hours – 24 hours a day, 7 days a week

– Includes remote connections to a system to diagnose issues and help maintain system performance

– Includes remote system configuration to improve system functionality and optimization

Products covered:

- WIN-PAK® XE, SE, PE
- WIN-PAK CS
- MAXPRO® VMS
- MAXPRO NVR XE, SE, PE
- MAXPRO Hybrid XE, SE, PE
- MAXPRO Cloud

1.800.323.4576

www.honeywell.com

Honeywell

For more information:

www.honeywell.com/security

Automation and Control Solutions

Honeywell Security Products Americas

2700 Blankenbaker Pkwy, Suite 150

Louisville, KY 40299

1.800.323.4576

www.honeywell.com

Honeywell