

# Support & Maintenance Agreement

UPDATING. UPGRADING. SUPPORTING.

## „Never change a running system.“

This is especially true for the complex environments that physical security systems have become.

With advancements in technology and new, ever-changing requirements, updates are sometimes hard to avoid. This is why Qognify's team tirelessly works to make sure your surveillance video and enterprise incident management system is resilient and secure. Keeping up with changes in the complex environment of physical security and the developing technologies that harden systems against the unexpected is how Qognify protects your investment, your business, and your people.

You rely on your physical security systems to protect people and valuable assets 24/7. If these systems stop working for any reason, it can lead to major business disruptions and significant costs. To ensure reliability, a Support & Maintenance Agreement (SMA) is essential.

Qognify continuously enhances features and functionalities of its award-winning portfolio of Video Management Software and Enterprise Incident Management solutions. Protect your investment by keeping your system up-to-date and rest easy knowing that you are supported with Qognify's expert technical support engineers.

# SMA ADVANTAGES

A Support & Maintenance Agreement (SMA) with Qognify gives you unique advantages to keep your system running at optimal performance. Qognify safeguards your business operations, your facility and the people in it. Get helpdesk technical support, ongoing software enhancements, and peace of mind knowing that you have a specialized team of Qognify engineers at your side.



## UPDATES

Continual software updates improve the operation of system hardware, add support for new camera models, provide compatibility to new versions of operating systems, and enhance cyber security.



## UPGRADES

Upgrades provide major software improvements and introduce new features for easier installation and operation, better performance, and stronger security.



## SUPPORT

From answering questions about installation to remotely logging in when a system change may not have gone as planned, Qognify's helpdesk support team is there for you.

# KEY BENEFITS

## Unparalleled Tech Support

Receive helpdesk support at the highest technical level if you run into trouble.

## Camera Support

We continuously update and add to our list of supported devices, so you can use the newest cameras and technologies immediately.

## Software Updates

Get immediate availability of patches and service packs should they become necessary.

## Easy Upgrades

Get new software features and added system functionality with simple and easy upgrades.

## Support for Latest IT

Keep up-to-date with the latest advances in IT infrastructure.