aimetis

Aimetis Software Assurance

Your Software Investment Shouldn't Have an End in Sight.

Aimetis Software Assurance is a comprehensive maintenance and support offering that ensures you get the most out of your software investment. With several packages to choose from, you can select the right combination of software updates, version upgrades, and support availability to keep your software investment up-to-date.

Software Updates

Software updates are available with all Aimetis Software Assurance packages so you can be comfortable knowing you are always entitled to the latest improvements in the current software version. Automatic notifications help you to maintain the highest levels of performance, reliability and productivity. Software updates include:

- Bug fixes
- Feature enhancements
- Operating performance improvements

Version Upgrades

Version upgrades are available with select Aimetis Software Assurance packages. Version upgrades are major software releases that may include new features, an improved interface, and significant operating performance advancements. Selecting a package with version upgrades allows you to:

- Future-proof your software investment
- Avoid upgrade costs and legacy support issues
- Take advantage of new features and functionality

Technical Support

Technical support is available with select Aimetis Software Assurance packages. Technical support is directly available to you, the end-user, by phone and email, enabling you to get your system up and running faster, reduce your system downtime and free up your IT resources to focus on other critical business requirements. The Aimetis technical support team is on call to provide:

- Installation support
- Configuration support
- Incident support

How to Get Software Assurance

Aimetis Software Assurance packages are available in one (1) to five (5) year increments for each Aimetis Symphony™ license version on a per camera license basis.   Select the package and contract length best suited to your installation and business needs from your Aimetis reseller at the time of license purchase.

Aimetis Software Assurance & Support Packages

Aimetis Software Assurance is a cost-effective way to make sure your software investment keeps working for you.

	Software Assurance & Support Packages	
	Silver	Gold
Software Updates *(bug fixes, feature enhancements, performance improvements , e.g: 6.0 - 6.1)*	■	■
Technical Support* *(9x5, phone/email)*		■
Version Upgrades *(major software releases - e.g. 6.0 to 7.0)*	■	■
Legacy System Support	Not required	Not required

Aimetis Support Contact Information

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1-866-544-2804

Email:
support@aimetis.com

Web:
www.aimetis.com/support

*Technical Support Available for: Canada, USA