



Software Support Solutions

As a full service global security provider, STANLEY Security offers a full spectrum of Software Support Solutions for your business. From Software Support Agreements to Enterprise Software Support, and everything in between, you can rely on STANLEY's certified System Analysts with over 50 years combined experience to keep your software and system running smoothly.



Over 50 years of combined experience adds up to one thing: peace of mind.

Software Support Services

LEVEL 1 SOFTWARE SUPPORT AGREEMENT

1 With Software Support Agreements, you will receive access to all software hot fixes and upgrades from the software manufacturer.

LEVEL 2 SOFTWARE SUPPORT AGREEMENT WITH PREVENTATIVE MAINTENANCE

2 By adding Preventative Maintenance to your Software Support Agreement, STANLEY's local office technician can perform software updates on-site and provide basic software support on your system. In addition, once a year, STANLEY will also conduct a visual inspection of devices, walk-test of system components, and cleaning of devices as needed.

LEVEL 3 SOFTWARE SUPPORT PLUS

3 *Single server. Less than 128 card readers or less than 64 cameras.* Receive advanced technical support and remote assistance provided by STANLEY's Software Solutions Group (SSG) System Analysts. Software Support Plus includes everything from Levels 1 and 2, an annual system health check and summary report. Support requests can include troubleshooting technical problems, answering programming questions, or providing assistance with basic configuration changes.

LEVEL 4 SOFTWARE SUPPORT ADVANCED

4 *Single server, non-enterprise system. More than 128 readers or more than 64 cameras.* Receive everything in Levels 1 - 3, plus receive system health checks quarterly. In addition, we will provide support for existing SSG custom scripts and interfaces. STANLEY SSG System Analysts will also remotely apply any available software upgrades and patches to the server on an annual basis.

LEVEL 5 SOFTWARE SUPPORT ENTERPRISE

5 *Multiple servers, enterprise system.* Receive everything in Levels 1 - 4, plus receive system health checks monthly. In addition, STANLEY will host a monthly remote system diagnostic call with your team, to ensure your system is updated and running smoothly.

Components of Our Support Services

Phone Support

Access to live support by the STANLEY Software Solutions Group (SSG) through a toll free number. Calls are answered by SSG professionals that have been certified by leading product manufacturers to support their products and are experienced in troubleshooting and deploying both security and IT systems.

Email Support

Communicate with STANLEY's SSG by emailing a dedicated email address. Support requests via email are reviewed and tracked to ensure your issues are resolved quickly.

Remote Desktop Support

Remote Desktop Support allows STANLEY SSG System Analysts to connect to the user's server and clients via either a VPN or web based support session. This capability provides skilled Desktop Support without the need to wait for a local technician to arrive on-site to begin troubleshooting issues.

System Health Checks

Proactive maintenance is critical to keeping a security system running at peak performance. Regular system health checks are an opportunity to have a SSG System Analyst review system configuration and status and ensure that potential issues are proactively addressed. Each health check session includes a summary report that contains application specific performance metrics, general system health status, and suggested maintenance items.

Custom Scripting and Interface Support

STANLEY provides support for existing custom scripts, as well as reports and custom interfaces with business and IT systems. Minor configuration changes and troubleshooting issues with data imports and exports can be performed remotely by SSG System Analysts.

Remote System Analyst Upgrades

SSG System Analysts can help plan for and apply available upgrades and patches to application server(s) using Remote Desktop Support. This allows for upgrades to be managed by the same support team that provides regular support to integrated systems.

Let Software Solutions Group (SSG) Help You

Select Software Support Levels 3, 4, or 5, and our Software Solutions Group will help you:

Save time STANLEY responds quickly with phone and email support

Save money STANLEY's team manages your software system and provides remote desktop support, so you don't have to

Reduce down time STANLEY dedicates resources to working quickly and efficiently on your system

Stay updated STANLEY ensures your system is up to date by supporting regular system updates

Improve efficiency STANLEY works directly with manufacturers on your behalf, and will work to solve any issues that arise

Leverage experience Utilizing STANLEY's SSG System Analysts, you can leverage over 50 years of combined experience, knowledge, and expertise:

- Lenel® Master Certified
- Honeywell® Pro-Watch® Certified
- Software House® Certified
- Genetec® Certified
- Microsoft® Certified
- Certified Database Developers
- MS SQL & Oracle® Database Expertise

"The SSG team is highly competent and knowledgeable on our integrated security platform, and can provide our university additional support and insight into issues when they arise. We can leverage the STANLEY expertise when needed, and with the service being extremely cost effective... using SSG is a no-brainer!" —UNIVERSITY SECURITY APPLICATIONS PROGRAMMER

Software Support That's Right For You

Software Support Services	LEVEL 1 Software Support Agreement	LEVEL 2 Software Support Agreement With Preventative Maintenance	LEVEL 3 Software Support Plus	LEVEL 4 Software Support Advanced	LEVEL 5 Software Support Enterprise
Server Structure Supported	N/A	N/A	Single Server	Single Server	Multiple Server
Size Of System Supported	N/A	N/A	< 128 readers < 64 cameras	> 128 readers > 64 cameras	Unlimited
Access To All Software Hot Fixes And Updates From Manufacturer	✓	✓	✓	✓	✓
STANLEY Local Office Technician Performs Hot Fixes & Upgrades*		✓	✓	✓	✓
Access To Technical Support For Software Related Issues From Local Office Technicians		✓	✓	✓	✓
Access To Advanced Technical Support For Software Related Issues From SSG System Analysts Via Email or phone			✓	✓	✓
Remote Desktop Support			✓	✓	✓
SSG System Analysts Provide Advanced Upgrade Support & Software Patches*				✓	✓
System Health Checks			Annual	Quarterly	Monthly
Custom Interface Support				✓	✓
Custom Script Support				✓	✓
Remote System Diagnostic Calls					Monthly
On-site SSG System Analyst Upgrade Deployment			Optional**	Optional**	Optional**
24/7 Remote SSG System Analyst Support			Optional**	Optional**	Optional**

* Limited to one software upgrade per year

** Ask for an estimate based on your situation and unique needs



ABOUT US

STANLEY Security, a division of STANLEY Black & Decker (NYSE: SWK), is a provider of integrated security solutions for commercial and industrial organizations globally. We deliver a comprehensive suite of security products, software and integrated systems with a strong emphasis on service.

Learn more about how STANLEY Security can help meet your security needs.

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