



A comprehensive offering to ensure you get the most out of your software investment.

Priority Support

With an experienced, global team of support personnel and developers, you have a wealth of expertise to draw on. We won't stop working until your issue is fixed. Priority support includes:

- Priority phone, email, and web support
- Remote desktop assistance
- Priority bug review

Software Maintenance

Get access to software updates, as they are released, with no additional fee. Software updates consist of (but are not limited to):

- New features and improvements
- Short-cycle releases to address product defects

Health Monitoring

With Health Monitoring, you are able to view the status of your servers and cameras on our partner portal Senstar Connect (formerly Xnet). Periodic health information is recorded on Xnet. Health Monitoring gives you tracking information on:

- Storage usage
- Health of connected devices
- General server information (version, etc.)

Cloud Backup

This feature gives you the ability to remotely backup your server configuration on our cloud system. These backups are completed automatically once the intervals are set up through the server.

Professional Services

Looking for a solution to your unique security software needs? Professional Services offers a range of consulting, custom development, and extended support options to assist with your requirements.

	Servers without Maintenance & Support	Servers with Maintenance & Support
Term Length	90 days from installation	1-5 years
Support Cases	1 case within the first 90 days	Unrestricted
Self-Service-Support	-	-
Communication Options	Email, partner portal	Telephone, email, partner portal
Free Version-Upgrades (within term)	-	•
Priority Bug Fixes	-	•
License transfer between servers	-	•
Remote maintenance	-	•
Online backup	-	•
Health Monitoring	-	•
Response times for initial contact	Priority high: next working day Priority medium: 2 working days Priority low: 3 working days	Priority high: 4 business hours Priority medium: 8 business hours Priority low: next working day
Response times for follow-up contacts	Priority high: 2 working days Priority medium: 3 working days Priority low: 4 working days	Priority high: 8 business hours Priority medium: 2 working days Priority low: 3 working days



CONSULTING

Whether you need a little advice or a complete system design, we are prepared to help. Our team of professional consultants have helped design, implement, and support systems of all sizes for nearly every industry.

- Scaling and architectural design
- Redundancy and disaster recovery planning
- Advanced system configuration

CUSTOM DEVELOPMENT

Our products offer a broad and deep platform on which to build a complete video solution. While our suite of products meet the vast majority of market needs, our Professional Services team can extend and enhance your solution, tailored to meet even the most rigorous requirements.

- New feature development
- Custom layout design and re-branding
- Third party system integrations

EXTENDED SUPPORT

The Maintenance & Support program offers a safety-net which provides reliable support for important installations during business hours. For mission critical systems, service beyond the standard support may be desirable. Professional Services provides extended support for exceptional circumstances.

- On-site support
- End-of-life product support
- System health check

Contact your Regional Sales Manager for information on the services best suited for your Senstar product.