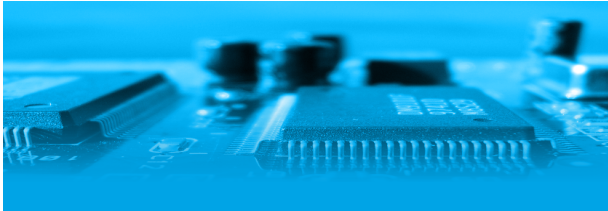




SERVICES
DATASHEETS



Highlights

INVESTMENT PROTECTION

New features are available only with the latest MICRO-SESAME versions.
Monitoring developments in third-party compatibility (OS,DB, SDK...), guarantee the evolution and durability of the system.

SERVICE AND RESPONSIVENESS

The manufacturer accompaniment is a promise of serenity for the end user.
With AMCO response times are reduced, TIL technicians can remotely assist the customer.

CONTROL OF COSTS

Replacement of unpredictable expenses by a fixed annual cost.
The contract is about 4% of the cost of the global software + hardware system.

Principles & subscription

- Annual cost based on a percentage of Micro-SESAME licenses and options (subscription-date rates)
- Subscription is possible from MICRO-SESAME v2017 and later
- Subscription period: no later than 1 year after delivery of the software
- Annual renewals are possible as long as the installed version is supported. (Refer to Support conditions and TIL versioning)
- A site already equipped but out of warranty, must be updated to the latest major version in order to subscribe a new contract AMCO

**SERVICE AGREEMENT
AMCO PREMIUM**



The manufacturer's commitment

The increasing complexity of security installations and the increasing interactions between systems (access control, video surveillance, intrusion, BMS, etc.) make associated services a major challenge to guarantee the effectiveness and sustainability of the systems.

More than a simple software option -which is making available new patches, firmwares and releases- TIL's AMCO PREMIUM is an annual service contract, intended to accompany the operations on customer's sites and to ensure their evolution. It offers a maximum level of service :

- Ongoing maintenance (all major versions available on request, free of charge)
- Curative maintenance (functional patches and security patches)
- Priority on telephone support
- Remote assistance to the end customer
- On-site assistance
- 25% discount on migration services provided by TIL

TIL'S SERVICES

MS UPGRADE	AMCO PREMIUM
<ul style="list-style-type: none"> • Installers • Certified partners 	<ul style="list-style-type: none"> • End customers • Certified partners

AMCO PREMIUM



SOFTWARE MAINTENANCE AND SERVICE CONTRACT						
	ONGOING MAINTENANCE	ANALYSIS BEFORE MIGRATION	CURATIVE MAINTENANCE	TELEPHONE ASSISTANCE EXPEDITIOUSLY	HELPLINE FOR THE END CUSTOMER	ON-SITE ASSISTANCE
MS-UPGRADE						
AMCO PREMIUM						Calculated apart

AMCO PREMIUM - Detailed services

Ongoing maintenance

- Free availability of new software versions as soon as they are available

Curative maintenance

- Effective correction of a functional bug by the free provision of a patch
- Security fixes : NG control units firmwares & MICRO-SESAME patches include security fixes for known vulnerabilities of technical components used by TIL (linux, encryption algorithms, ..)
- Providing a workaround to continue the use of the software, pending the final correction
- These firmwares and patches are tested by the TIL validation service before being made available

Helpline for end customer

- Setting Tips
- Help optimize system operation
- Respond to all questions related to the use of software

Telephone assistance expeditiously

- Diagnosis and resolution of malfunctions
- Installing security fixes

On-site assistance

- Same as the helpline, but with on-site visits
- Preventive maintenance
- Audit and expertise

Response times

- Major dysfunction : 24 working hours
- Intermediate dysfunction : 48 working hours
- Minimal dysfunction : 4 working days

References

- [CONTRAT_AMCO-PREM](#) : AMCO PREMIUM annual contract for TIL certified partners.
- [CONTRAT_AMCO_PREM2](#) : AMCO PREMIUM annual contract for TIL end customers.

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