

Support Services

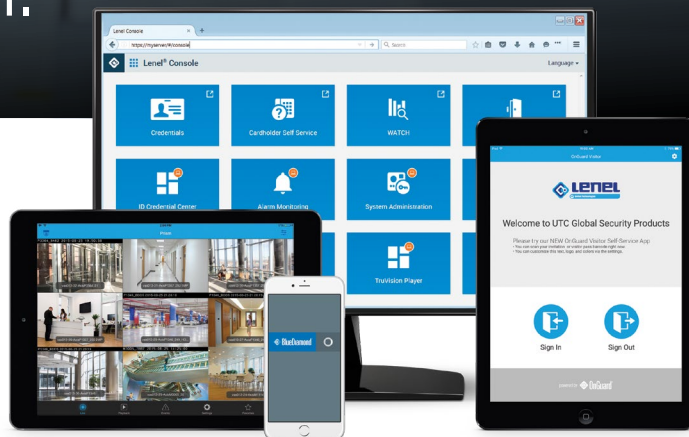


Lenel Software Upgrade & Support Plan

Get the most out of your Lenel system.

Software upgrades made simple.

The Lenel Software Upgrade & Support Plan (SUSP) is a service plan that provides specialized technical support and software upgrades to your Lenel access control and video management systems. Your Lenel SUSP provides you with the latest updates to ensure you are getting the most out of your Lenel systems.



Open. Choice. Proven.

Experts you can trust.

Maintaining your annual Lenel SUSP license gives you peace of mind and expert support that lets you focus on your business. Specialized technicians at Lenel will support your VAR to help ensure the highest level of service.

What in it for you?

Lenel SUSP benefits include:

- Unlimited access to new software releases and upgrades for the duration of the plan
- Unlimited technical support to your Lenel certified Value Added Reseller (VAR), including:
 - Setup and configuration assistance
 - Remote connection assistance services for expedited issue resolution
 - Assistance with Lenel certified third-party products
 - Troubleshooting, defect verification and Hot Fix support

All initial purchases of Lenel access control or video management systems come with a one-year support plan. The plan can be renewed annually to provide you with important system upgrades on a regular basis.



Don't worry, we have your back.

With a Lenel SUSP, you will be working with a Lenel certified VAR that has undergone training and is supported by the Lenel Technical Support team.

Supporting your long-term technology plans.

Lenel typically supports software versions for three years. However, your valid Lenel SUSP will still provide you with limited, best effort, technical support of legacy platforms from the Lenel technical team.

How do I get a SUSP plan?

Lenel Software Upgrade & Support plans can be purchased from a certified Lenel VAR. Reach out to your local Lenel VAR to receive a purchase or renewal quote that is tailored to the specifics of your system.

Learn more about the Lenel SUSP program and other advanced services that maximize your systems by visiting lenel.com/services.

Looking for a certified Lenel VAR?

Visit lenel.com/where-to-buy to find one near you.



lenel.com/services

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