

Streamlined Software Upgrade & Support Plan

Simpler, Improved, Cost-Effective Choices for OnGuard and Lenel Video Systems

Lenel® delivers a streamlined Software Upgrade & Support Plan (SUSP) for your OnGuard® and stand-alone video customers. Based on feedback from you and your end users, we've created new options that are more cost effective, simpler, and deliver more advantages that both you and your customers will appreciate.

Program Benefits

- Simplified pricing, ordering and administration
- Tiered reader pricing versus previous reader-block model leads to cost savings (see included examples)
- Elimination of redundant server support charge
- Lower base-cost structure for OnGuard ADV, PRO, and ENT systems
- Support for test systems for corresponding production servers included
- Video channel cost significantly lower than market average

NEW &
IMPROVED



Standard Benefits

- Allows for certified Lenel Value Added Resellers (VAR) to contact the Lenel Technical Support team (during normal business hours) to assist their customers with technical related issues.
- Advanced TSG call routing capabilities leads to accelerated call/issue resolution
- Unlimited access to new OnGuard releases and feature updates during the duration of the Support Plan
- Support Plan serves as an "insurance policy" for times in need
- General questions about software operation and functionality quickly answered
- Setup and configuration assistance
- Troubleshooting, defect verification and Hot Fix support
- Assistance with integrated third-party software to maximize the capabilities of OnGuard software
- Remote Connection assistance available for expedited issue resolution



Enhanced Support Options

(Requires a valid Software Upgrade & Support Plan)

- **Direct OnGuard System User Support Plan** – Allows for advanced certified OnGuard® system users to contact the Lenel Technical Support team (during normal business hours) for standard technical support without requiring a certified Lenel Value Added Reseller be present.
- **OnGuard Value Added Reseller Emergency Technical Support** – Allows certified Lenel Value Added Resellers (VAR) to contact the Lenel Technical Support team (available 24/7, including holidays).
- **Custom Solutions Support** – Allows for certified Lenel Value Added Resellers (VAR) to receive advanced (level 2) technical support for issues that arise with any custom integration created and deployed by Lenel Custom Solutions. In addition, all custom integrations covered under the support plan will be tested to ensure compatibility. (Prior notification of an upgrade is required)

Tiered Pricing Model

New tiered reader model is easier to understand, more cost effective and provides a cap on support charges for readers.

System	Reader Tier 1	Reader Tier 2	Reader Tier 3	Reader Tier 4	Reader Tier 5
OnGuard 32 ES	32-64	NA	NA	NA	NA
OnGuard ADV	64-128	129-192	193-256	NA	NA
OnGuard PRO	128-256	257-512	513-1024	1025 or 2048	2049 or more
OnGuard Master	NA	NA	NA	NA	NA
OnGuard Region	128-256	257-512	513-1024	1025 or 2048	2049 or more

Savings Benefit

The majority of all OnGuard customers will pay less with the new pricing model, with an annual average savings of 17%, based on current MSRP pricing.

Software and Support Coverage for Lenel Products:



lenel.com/services

For SUSP quotes: supportquotes@lenel.com
For SUSP inquiries: supportinquiries@lenel.com

Specifications subject to change without notice.

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