

Software Support Agreements (SSA) Procedure

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04/03/2022	1.1	Chris Wrench	Initial Release
26/6/2022	1.2	Chris Wrench	Warranty period for software

Grosvenor Technology – Software Support Agreements (SSA)

Introduction

Welcome to Grosvenor Technology and congratulations on your recent purchase of one of our systems. This document outlines our support agreement and covers how we can assist you, should you experience any difficulties. This will allow you to obtain the best from our team and we have outlined the limitations of the support we provide so the level of service we offer you is clear. SSAs are quoted with all system sales.

Warranty Period – Software

Grosvenor offer a 12-month warranty for our software. The warranty period begins from the date the site is first issued with a Janus C4 licence to gain unlimited access to the software. During this 12-month period, sites will be entitled to receive free software upgrades. These upgrades include firmware upgrades, service packs for existing releases, and new versions of software that may contain new or additional functionality.

On expiration of the 12-month warranty period, all upgrades (software and/or firmware) will only be offered with a valid support agreement (SSA). The warranty period covers software and/or firmware upgrades. No end user support is offered with the warranty and end users must purchase an SSA to receive support directly from Grosvenor Technology.

What are Support Agreements?

Support agreements are designed to offer additional assistance and support for troubleshooting systems on occasions when there may be issues, as well as offering advice and support on the composition and features available within a system. Support agreements also provide access to version and firmware upgrades of the software installed. We are unable to remain on calls for extended periods as we have many customers to support, so we aim to resolve your issues within 15-minutes. During this time, we will advise on what steps and actions may need to be completed to resolve the issues on site and you may be asked to perform actions and tests to understand and resolve the issues you may be experiencing. If the problem is not resolved by performing these actions, you are welcome to call us again for further advice. There is no limit to the number of times you can call us.

Agreement period

Support agreements run for a minimum 12-months and are automatically renewed at the end of the term. To cancel a support agreement, you must provide 30-day's notice. Should you wish to cancel an agreement within the 12-month contract period, we will continue to support you until the end of the contracted term. No refunds will be offered on cancelled agreements, and they remain in place for the full 12-month period. Support agreements renew after 12-months. If you cancel the agreement and the agreement lapses, the cost of the SSA is increased for the first year, reducing to the standard price for subsequent years, providing the SSA is renewed each year. You have 60-days from the end of your agreement date to renew without penalty.

Who can we support?

Any site that has a support agreement in place can receive support. The support agreement relates to the installed system, not the enterprise that installed or commissioned the system. This allows us to

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offer support to end users as well as installation companies and comes in the form of telephone, email, and remote access support.

How do I purchase a support agreement?

Support agreements are purchased via our installation partners. If you do not have an installer, we are happy to provide a list of registered installers within your area. Please contact one of them to discuss the purchase of a support agreement.

How do we support you?

Service Level Agreements

Our support team are available between 9am and 5:30 pm, Monday to Friday excluding Bank Holidays. Calls into our support team are answered in real-time. We will provide support in 15-minute time slots offering advice and providing links to information for download. Callers may be required to perform tests on the system as requested by the support team member. Should this not resolve the issues, please call again where alternative solutions may be offered, or your call may be passed to our extended support team. Emails into our support team will be responded to within 4-hours. Our response may come in the form of a return email with troubleshooting advice and links to documentation available on our website, or we may call you to offer advice if this is more efficient. Please be sure to include contact information when sending emails to our support team. There is no limit to the number of calls you can make into our support team.

Advice

Our support team are here to offer advice on how to configure hardware and software features as well as advice on the functionality of the system and how it may benefit a user. Often, we will refer to documentation that can be downloaded from the website that will assist with the configuring of a system or we may suggest enrolment on one of our training programs if you are an installer. Training is not currently offered to end users.

Software/firmware upgrades

Software and firmware upgrade packages are included free of charge with a valid support agreement. You are unable to obtain a free upgrade without a support agreement in place. Alternatively, discretionary upgrades may be available at a cost [price on application]. Grosvenor do not perform software upgrade services for the system as part of the SSA agreement and the services of an installer will be required to perform this. Grosvenor can offer a Professional Services program whereby our services may be employed and prices for this service are on application only.

Troubleshooting

We can assist with troubleshooting a system to understand why something may not be operating correctly. This will likely involve having to test equipment, wiring, datalines and IP connections, to ensure they are correctly configured. We will offer the advice needed and ask you to perform the tasks requested. Should the support provided not resolve the issue, you are welcome to call us again for further assistance.

Wiring and cabling

We can assist with advice on the cable types needed and wiring configurations to ensure smooth operation of the hardware. Where incorrect or inappropriate cabling is identified, advice will be provided as to how this should be rectified. Should inappropriate wiring be used within an installation,

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we are unable to offer further support until such time as this is corrected. Inappropriate cabling can cause phasing of the data signals resulting in inconsistent operation of the hardware. We can only offer advice on cabling in reference to our own equipment. For instance, we are unable to help on the cabling needed for lift integrated systems and running cables in lift shafts, etc.

Credential configuration

We can assist with the setup of credentials for use within our systems. This includes Wiegand configurations that allow for certain, or all sectors of a credential to be read. We may request samples of credentials if we have not supplied these to you so we may identify and appraise the credential and offer the appropriate advice and needed configuration. When requesting samples, we require a minimum of 3 samples of the credentials to test. This will allow us to confirm the credentials are identical in nature and ensure that we are able to get consistent reads and unique credential numbers within the system. This also allows us to ensure that token numbers are not duplicated within the system.

IP Networks

We can assist with the IP configuration of Grosvenor hardware devices only. Information is available on our website for the configuration and topology of network structures and how they interact with our system. This includes port information relating to which ports need to be open to send data traffic to our hardware devices.

We are not responsible for, nor can we assist with, the setup and configuration of the IP network or IT hardware, including firewall and anti-virus configuration or the configuration of IP hardware, such as switches and routers, or IP address management; for example, DHCP servers. You may be asked to disable some services, such as Anti-virus software and firewalls for brief periods, to establish if they may be contributing to the issues at site. This will be a temporary change and will require the services of an IT/Network professional to troubleshoot and resolve any issues with this element of the network if they are identified as problematic. There may also be times when you may be required to isolate hardware from the network to assist with troubleshooting.

End user support

We are happy to assist end users with support of their system, however, should there be a requirement to perform technical changes to the configuration of a system, changes to administration functions, or there is a need to troubleshoot a system in a technical nature, we will recommend the services of a professional installation company are utilised. You can find installers within your local area by visiting our website.

Extended Support

Extended support does not mean 'out of hours' support. Extended support is designed to allow more time for our support team to work with you in resolving issues through to resolution. We can also dial into your system remotely so we can see the issues in real-time using TeamViewer, Remote Desktop and VPN connections. This allows us to get a direct view of the problem which can enable us to resolve the issues more quickly. We will require the permission of the network owner to connect to the system. A tracker will be opened on the case, and this will be followed up until such time as the problem is resolved on site and the tracker is closed. Extended support is included with all SSAs.

Professional Services / Chargeable time

Consideration will be given to sites that wish to benefit from our Professional Services but do not have an SSA in place. Professional Services are charged at a daily rate and sites will be quoted on application

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following a review of the work that needs to be undertaken. These are one-off services supplied as required and invoiced accordingly.

Returns

Warranties and returns are not covered under support agreements and are handled under a separate returns policy.

You do not need a support agreement in place to raise a return. Please contact our team for more information.

Lost system credentials

Should you lose or forget your system login information; we are able to assist with the recovery of this information. To do so, we will require the system owner to provide us with permission to access and retrieve this information. This may require us to contact the site directly to obtain permission from the end user and validate that the person requesting these services has permission to do so.

Training

We provide training to our installers to ensure they are up to date on the latest technologies and solutions available. For an installer to offer a support agreement, they must have completed our training program. We can provide you with a list of installers so you can decide who you wish to work with. Our training programs provide an in-depth insight into the features and operation of our systems. We offer a wide range of training which can be performed either at our offices in Poole, or we can come to the installer premises and train in-house (subject to minimum trainee numbers). Training is not offered to end users and it is expected that installers will offer sufficient training to their customers on the use and operation of the system. For more information and to book installer training, please look at our website.

Limitations of support

System commissioning

We are unable to offer commissioning services over the phone or provide the labour to commission a system or provide system configuration or system extensions, etc. Once advice has been offered to you, it is expected that you will perform the requested actions and call again if required. We are unable to remain on calls for extended periods to commission a system. If you are new to Grosvenor products, we may be able to offer some pre-sales assistance to get you going. Please contact your local account manager for more details.

3rd Party Integrated Devices and Systems

Our systems integrate with many 3rd party providers, such as CCTV, Biometrics, Video Management, and many others, including a multitude of 3rd party readers. Whilst we can assist with the configuration of these integrations within our software, we are unable to offer direct support for 3rd party products and recommend you speak to the OEM of the integrated product and seek support advice from them. Information and documentation relating to integrated products is available on our website.

Operating systems and PCs

We are unable to help with the setup, installation and configuration of PC hardware or operating systems. Should you require assistance with these, you must employ the services of an IT professional. Where PC hardware is supplied by us, the hardware is pre-configured with the appropriate software

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installed. If the issue lies within the operating system of the PC hardware, this will require the support of an IT professional and is not covered as part of the support agreement.

Electrical services and testing

We are unable to offer support for the installation, testing or troubleshooting of electrical installations. Should you require assistance with these, you must employ the services of a qualified electrician.

Janus C4 SSA Pricing*

Janus C4 is licenced per controller. The licencing does not consider whether these are multi or single controllers. The controller count has been created to offer users an 'up to' environment so support can be offered in bandings to ensure we charge sufficiently according to the size of the system. Please speak to your local account manager for SSA price information and quotation.

*[*Pricing is subject to change and Grosvenor Technology reserve the right to update and reissue prices at any time, We will provide as much notice as possible in this circumstances, usually 30-days minimum. SSAs are non-negotiable and non-discountable. SSAs are mandatory for end users to receive support. SSAs are NOT a mandatory purchase but no support will be given to end users without an SSA.]*

FAQs

Q: We are a registered installer who has taken over a site with a Grosvenor system installed but they do not have a support agreement in place, can we still receive support?

A: Yes. Registered installers must have completed training and can receive limited support for critical issues; the site will be required to purchase a valid support agreement to receive direct support.

Q: Where can I purchase a support agreement?

A: Your local account manager will be able to advise you on the pricing structure for our agreements and what they cover. Prices are supplied as recommended retail prices with a discount according to your installer status.

Q: My support contract is about to expire; do I need to renew the agreement?

A: Support agreements are automatically renewed at the end of the term unless you provide written cancellation with 30-days' notice.

Q: We have a Grosvenor system installed but we do not have an installer, can we receive support?

A: Support is only available with a valid support contract in place. If you do not have an installer, we can provide you with a list of installers in your area for you to contact and purchase an agreement.

Q: Our installation company services several different customers. Do they all need a support agreement?

A: Yes, all sites must have a valid support agreement in place to receive support for the system.

Q: My system usually runs perfectly, is it possible to get a support agreement for less than 12-months, or just pay for support when I need it?

A: No. All support agreements run for a minimum of 12-months and all sites must have a valid support agreement in place to receive support. Agreements are automatically renewed at the end of the term unless cancelled with 30-days' notice. Cancelled agreements remain valid for the full 12-month agreement period, regardless of when they are cancelled.

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Q: My support agreement has lapsed, can I renew?

A: Support agreements renew after 12-months. If the agreement lapses, the cost of the SSA increases to 2X the agreement price for the first year, reducing to 1X for subsequent years, providing the SSA is renewed each year. You can renew and receive support straight away once the agreement is in place, usually the same day.

Q: I don't want to pay for a support agreement, what do I do if something goes wrong?

A: Your installer should be the first contact you make if there are problems with your system. Our registered installers are trained on our systems and will likely be able to resolve the issue for you without involving our support team. If our assistance is needed, a support agreement must be purchased to receive support from us.

Q: I need someone to come to site to investigate some issues with our system, can you send someone?

A: We do not offer labour as part of our support agreement. If you are experiencing issues with your system, please contact a local installer via our website who will be able to assist you.

Q: I'm not happy with the services my installer is providing me; can I get a new installer?

A: Our registered installer scheme will list registered installers on our website. Just enter your postcode to see a list of those in your area. You can contact as many as you like until you are happy with your choice.

Q: I need to locate an installer in my area, can you recommend someone to us?

A: We do not make recommendations on installation companies. We run a registered installer scheme that ensures installers are trained on how to use and troubleshoot our systems. Our website can help you identify registered installers in your local area, please visit our website for more information.