



# Amplify and Protect Your NetBox System

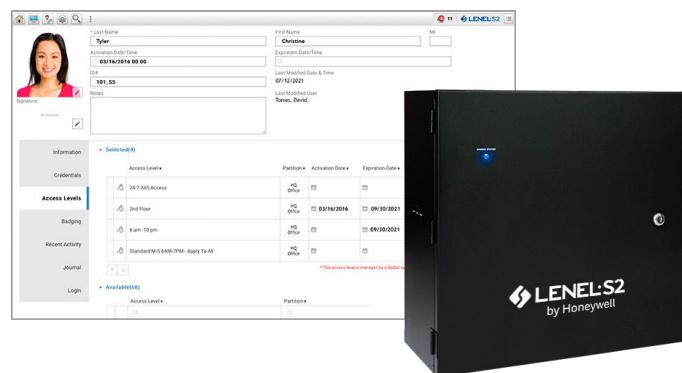
## LenelS2 NetBox Software Upgrade and Support Plan (SUSP)

The LenelS2™ NetBox™ Software Upgrade & Support Plan (SUSP) provides industry leading technical support and software upgrades to your LenelS2 access control and video management systems. Your LenelS2 SUSP entitles you to access the latest updates to ensure you are getting the most out of your LenelS2 systems.

### Experts you can trust.

LenelS2's Technical Support Services team are vital to ensuring the best possible NetBox system ownership experience as they can provide live and remote technical assistance on NetBox systems covered by a current SUSP.

Each LenelS2 support engineer is thoroughly experienced in resolving any issues that may be



encountered in the field. When necessary, they also have immediate access to hardware and software engineering resources, and the team reports directly to senior management.

## LenelS2 Software Upgrade and Support Plan (SUSP)

Maintaining an active NetBox system Software Upgrade and Support Plan (SUSP) not only ensures access to the latest software versions for your system, it also offers the opportunity to expand, extend, and enrich your system with value-added services, adjacent system integrations, and new capabilities. LenelS2 SUSPs are available for NetBox, NetVR, and VRx systems.

Standard support plans require that all contact with LenelS2 be done through a LenelS2 Value-Added Reseller (VAR). Whether your system was just installed, requires the latest software release, or now needs an upgrade due to a facility expansion, we are here to assist you at every stage of growth. Covered systems receive the following benefits:

### Benefits

- **Unlimited Access to LenelS2 Technical Support:** Provides expert assistance to LenelS2 Value-Added Reseller (VAR) certified technicians for real-time system troubleshooting, issue resolution, and resource navigation. May include engineering escalation, upgrade assistance, deployment guidance, migration advice, and patch support. Does not include 24/7 Emergency Service Option.
- **System Software Feature and Maintenance Releases:** Assures VAR technician access to the latest versions of the NetBox platform, which provide new features, cybersecurity enhancements, and capabilities.
- **24/7 Emergency Service Option:** May be added for an additional fee to cover support for those situations when a NetBox system is unexpectedly down, creating an emergency scenario. 24/7 Emergency Service is available on a per-incident basis for qualifying events.
- **System Expansion:** An active SUSP allows a NetBox system to grow through portal licensing as well the addition of software options.
- **Online Self-Help:** Offers the NetBox Support Portal to VARs for technical guidance, common concerns, and resolutions in a searchable database.
- **LenelS2 Online Training Option:** Grants access to online virtual training and instructional materials for certification preparation or independent study.
- **Technical Support for End-of-Support Software Versions:** Entitles VARs to technical support on a 'best effort' basis for unsupported versions of NetBox software.
- **Supplemental Instructional Materials:** Enables VAR access to system installation documentation, version-specific NetBox system hardening guides, and NetBox software version release notes.
- **Multi-Year SUSP Advantage:** Locks in the annual SUSP cost for up to three years with the purchase of a multi-year SUSP agreement. The basic NetBox system SUSP annual cost remains the same throughout the term of the pre-paid SUSP multi-year licensed agreement, even if the system expands to a larger, more complex system configuration during that timeframe.

LenelS2's NetBox support team has immediate access to any engineering and management resources they might need to resolve customer issues.

## LenelS2 NetBox Direct Support Program

End users of larger enterprise and corporate-wide systems may elect to upgrade their support plan to the LenelS2 Direct Support Program (DSP). LenelS2 Direct Support allows end users the ability to contact LenelS2 Technical Support Services team directly and work with LenelS2 team members to resolve issues. NetBox systems must be under a current Software Upgrade and Support Plan (SUSP) to have the option to add LenelS2 Direct Support. Direct Support Program users receive the following benefits:

### Benefits

- **Access to LenelS2 Technical Support:** Direct Access for two LenelS2 NetBox-certified customer employees to the LenelS2 NetBox Technical Support team during standard business hours (9am-7pm, M-F, EST) for technical troubleshooting, programming, and related support.
- **24/7 Emergency Service Option:** May be added for an additional fee to cover support for those situations when a NetBox system is unexpectedly down, creating an emergency scenario. 24/7 Emergency Service is available on a per-incident basis for qualifying events.
- **Online Certification:** Access to the online LenelS2 NetBox Training Portal and enrollment in the annual LenelS2 NetBox Certification Program.

All LenelS2 SUSP and DSP service options must be purchased through an authorized LenelS2 VAR. The SUSP entitlement delivers patches, updates, and new software releases.

### How do I renew NetBox Support?

Contact the LenelS2 Sales Enablement team at [supportquotes@honeywell.com](mailto:supportquotes@honeywell.com) or +1 (866) 788-5095 for information on available options to renew your NetBox SUSP.

**Learn more about the NetBox system SUSP program, Direct Support Program, and other advanced services by visiting [LenelS2.com/en/us/support/](http://LenelS2.com/en/us/support/).**



[LenelS2.com](http://LenelS2.com)

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