

DVTEL Software Service Agreement

Gold Level SSA

Gold Level SSA:

- Software version upgrades keep your system up-to-date with the most advanced NVMS technology
- Prioritized technical support and remote assistance
- Training webinars and training videos
- Remote Health Audit and expert advice

Why Gold Level SSA?

Gold Level SSA customers enjoy a service engagement model that delivers a range of value-added technical support and training services designed for the end-user's needs.

Software Version Upgrades

DVTEL customers enrolled in an SSA receive the latest software version upgrades. In addition to receiving the general fixes and basic enhancements provided in service packs or hot fixes, they benefit from architecture improvements, enhanced performance, new features and new camera support.

Prioritized Technical Support and Remote Assistance

Customers enrolled in the Remote Assistance program enjoy vast improvements in response time and, ultimately, more system uptime. The program relies on industry-standard remote assistance tools, such as LogMeIn Rescue. The program can be custom-tailored to the end-user's requirements, thus ensuring complete compliance with local IT security policies and procedures.

Remote Health Audit

Gold Level SSA clients are eligible for one annual remote health audit. The session assesses the deployment of the DVTEL security system, according to documented best practices and implementation of performance-enhancing changes. The customer can also opt for an on-site health audit, which is billed on a time and expense basis.

Training Webinars

Gold Level SSA customers receive two annual end-user online training webinars. These webinars aim to enhance operational efficiency and achieve maximum performance by implementing best practices. The webinars are recorded and archived, enabling you to access them at your convenience.

SSA Feature	Gold Level SSA
Software version upgrades containing new features and camera support	YES
Telephone support & remote assistance support@dvstel.com +1 888 388 3577	8 am - 8 pm EST Monday - Friday (excluding holidays)
Average response time	Four hours
Remote health audit	Once annually
SPOC: account manager	Available for a fee
Access to training videos	YES
Online end-user training webinars	Two annually*
Advance RMAs for In-warranty hardware	YES
Back order priority fulfillment	N/A
DVTEL Cloud Services	YES

* 50% off additional webinars for Gold customers

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