

BioConnect Enterprise Software Service Agreement

Support Overview

Software Maintenance and Support Overview

BioConnect is integrated with 20 of the top Access Control Manufacturers and supports 7 Suprema biometric readers including the FaceStation.

- Our priority at BioConnect is Support Excellence to ensure our Systems Integrators, Dealers and End Users find maximum success with their Suprema, BioConnect product deployments.
- For BioConnect software platforms, our "full life-cycle" BioConnect maintenance agreement is available to ensure the system operates effectively, and provides you with the latest software updates and features.
- The BioConnect Maintenance agreement is a cost effective and comprehensive way to gain priority support and service when you need it.

Software Services Agreement Features

Release Level Certification: Remain release-level certified against specified ACM partners' software within 6 months.

Access to Latest Software Releases: Access to any future BioConnect updates, bug fixes, and releases.

Business Hour Live Support Desk: Access to live technical support offered 8:30am – 8:30pm EST 1-855-368-3743.

Support Site Access: full access to all content published on BioConnect Support Site including detailed product manuals, FAQ's, and training videos. <https://support.bioconnect.com/hc/en-us>

BioConnect SSA Cost and Specifications

License Tier	Device Range	Free Support Phase	Annual Cost (USD)
Basic	1-20	3 months	\$595
Standard	21-50	1 year	\$695
Pro	51-100	1 year	\$1,395
Enterprise	100+	1 year	20%**

**Enterprise License SSA cost maintained at current level of 20% of Enterprise license fee.

To purchase your service agreement, go to:

<https://shop.bioconnect.com/products/bioconnect-1-year-maintenance-subscription>

For a complete list of additional Technical Services offered by BioConnect, please contact sales@bioconnect.com.