



## Support and Maintenance Agreement (SMA)

Physical security has become an increasingly important issue for enterprise organizations. In times of soaring global threats and technical risks, it is more important than ever to protect people and assets effectively.

Technologically powerful systems create an important basis for this. They detect critical events, direct people's attention to what's really important and enable a structured management of incidents – usually 24/7. If these systems fail for any reason or are unable to keep pace with technological evolution, this can result in risk for people, critical business disruptions and significant costs. This is particularly true in times of increasing threat from cyberattacks.

To ensure your critical physical security systems are always up to date and can keep up with new technological capabilities and threats, Hexagon offers the Support and Maintenance Agreement (SMA) for the physical security solutions portfolio. It allows you to always use the latest product versions, enabling you to benefit from new features and additional capabilities, and offers access to a powerful support infrastructure as needed. As an essential and therefore mandatory part of every installation, it protects your investment and makes it future-proof. The agreement is available in different tiers to provide the ideal level of support and software maintenance for the specific needs of your organization.

# SMA advantages

An SMA with Hexagon makes sure your physical security systems always deliver the outcomes you expect – to safeguard people, assets and business operations. The SMA concept contains the following elements:



## Updates and patches

Regular software updates provide compatibility with new versions of operating systems and enhance cybersecurity.



## Upgrades

Upgrades provide major software improvements and introduce new features for easier installation and operation, better performance and stronger security.



## Support

From answering questions about installation to remotely logging in when a system change may not have gone as planned, Hexagon's help desk support team is there for you.

# Key benefits

## SUPPORT FOR NEW SENSORS AND DEVICES

Benefit from added support for new products and technologies such as cameras.

## FEATURES AND INNOVATION

Leverage the power of a continuously improving feature set designed to meet the requirements of enterprise organizations.

## CYBERSECURITY

Make sure that your critical systems are optimally protected against cyberattacks.

## COMPLIANCE WITH LATEST IT PLATFORMS

Ensure compliance with new IT platforms – e.g., new operating systems, server hardware or mobile devices.

## UNPARALLELED TECH SUPPORT

Get access to powerful help desk resources and benefit from Hexagon's experienced and knowledgeable third-level support.

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Hexagon is the global leader in digital reality solutions, combining sensor, software and autonomous technologies. We are putting data to work to boost efficiency, productivity, quality and safety across industrial, manufacturing, infrastructure, public sector, and mobility applications. Our technologies are shaping production and people-related ecosystems to become increasingly connected and autonomous – ensuring a scalable, sustainable future.

Hexagon's Safety, Infrastructure & Geospatial division improves the resilience and sustainability of the world's critical services and infrastructure. Our solutions turn complex data about people, places and assets into meaningful information and capabilities for better, faster decision-making in public safety, utilities, defense, transportation and government. Learn more at [hexagon.com](https://www.hexagon.com) and follow us [@HexagonAB](https://twitter.com/HexagonAB).