



ANNUAL SUPPORT AND LICENSE AGREEMENTS

CUSTOMIZABLE SUPPORT FOR YOUR UNIQUE SYSTEM

Bluewave support agreements are offered factory direct and designed to support your system after install and commissioning. Our support offerings meet IT best practices by ensuring your system is always running on the latest software and firmware available. We offer phased support for our four software platforms and each level has the ability to purchase any add-on services. Our knowledgeable tech support team, easy to use ticket system, and drive for customer satisfaction will provide peace of mind and reliability throughout the life of your BlueWave system.

Top Rated Platform			
STANDARD 12 Door Maximum <ul style="list-style-type: none"> ✓ Unlimited Level 1 Support ✓ Unlimited Level 2 Support ✓ Free Software Upgrades ✓ Free Firmware Upgrades ✓ Administrator Trainings ✓ National Installer Network Referrals 	PROFESSIONAL 60 Door Maximum <ul style="list-style-type: none"> ✓ Unlimited Level 1 Support ✓ Unlimited Level 2 Support ✓ Free Software Upgrades ✓ Free Firmware Upgrades ✓ Administrator Trainings ✓ National Installer Network Referrals ✓ Free Active Directory Software Updates ✓ Free Video Module Updates 	CORPORATE 120 Door Maximum <ul style="list-style-type: none"> ✓ Unlimited Level 1 Support ✓ Unlimited Level 2 Support ✓ Free Software Upgrades ✓ Free Firmware Upgrades ✓ Administrator Trainings ✓ National Installer Network Referrals ✓ Free Active Directory Software Updates ✓ Free Video Module Updates ✓ Credential Management ✓ Secure Remote Login Connection via Security Token or Virtual Handshake 	ENTERPRISE 120+ Doors <ul style="list-style-type: none"> ✓ Unlimited Level 1 Support ✓ Unlimited Level 2 Support ✓ Unlimited Level 3 Support ✓ Custom Support E-Mail Address ✓ Free Software Upgrades ✓ Free Firmware Upgrades ✓ Administrator Trainings ✓ National Installer Network Referrals ✓ Free Active Directory Software Updates ✓ Free Video Module Updates ✓ Credential Management ✓ Secure Remote Login Connection via Security Token or Virtual Handshake

SUPPORT CONTINUED...



LEVEL 1 SUPPORT

Self-help support guides with factory provided documentation and basic help desk support functions on most common and frequently asked questions.

LEVEL 2 SUPPORT

In-depth customer support by experienced technicians. They will assess issues and provide solutions for requests that cannot be handled by Level 1 Support. Level 2 requests may require remote system login.

LEVEL 3 SUPPORT

Access to the highest, technical resources available for problem resolution or new feature creation. Custom development provided on a time & material cost basis or via free "New Releases."

ADD-ON SUPPORT SERVICES AVAILABLE FOR ALL SUPPORT LEVELS

- Monthly Database Management Services
- Software Commissioning and Tuning Services After Installation
- Custom Development Requests
- On-Site Design and Consulting Services

HOW TO SUBMIT A SUPPORT TICKET

Email your inquiry to support@bluewavesecurity.com or Click the Get Support button at the top of our Website Home Page.

SUPPORT HOURS

BlueWave Support is Available Monday-Friday 8am-5pm PST. Excluding Holidays

RENEWALS

Support agreements renew annually

How to Enroll

Email sales@bluewavesecurity.com for pricing and enrollment details today!



BLUEWAVE SUPPORT AGREEMENTS ARE SOLD FACTORY DIRECT