

Aimetic Maintenance & Support™



Aimetic Maintenance & Support

is a comprehensive offering to ensure that you get the most out of your software investment.

What do our customers say about our Maintenance & Support?



Aimetic Maintenance and Support has proved invaluable. To have technical support people as proficient as the people at Aimetic is very, very important.

- *Lawton Mauai, Marriott Ko Olina Beach Club*

Professional, knowledgeable support service. I was impressed.

- *Matthias Toepp, Toepp Electric*

Tech support has always been excellent from Aimetic. The tech support representatives always seem to either know the issue initially, or follow through completely until the case is resolved.

- *Craig Thomson, Telsco Security Systems*



Key Benefits

✓ Priority Support

With an experienced, global team of support personnel and developers, you have a wealth of expertise to draw on. We won't stop working until your issue is fixed. Priority support includes:

- Priority phone, email, and web support
- Remote desktop assistance
- Priority bug review

✓ Software Maintenance

Get access to software updates, as they are released, with no additional fee. Software updates consist of (but are not limited to):

- New features and improvements
- Short-cycle releases to address product defects

✓ Health Monitoring

With Aimetic Health Monitoring, you are able to view the status of your servers and cameras on our partner portal (Xnet). Periodic health information is recorded on the Xnet. Health Monitoring gives you tracking information on:

- Storage usage
- Health of connected devices
- General server information (version, etc.)

✓ Cloud Backup

This feature gives you the ability to remotely backup your server configuration on our cloud system. These backups are completed automatically once the intervals are set up through the server.

Program Comparison

	Servers without Maintenance & Support	Servers with Maintenance & Support
Term Length	90 days with new licenses	1-5 years
Support Cases	3 cases per farm per year	Unlimited
Self-Service Support	•	•
Communication Options	Email and web support	Phone, email, and web support
Free Version Upgrades (within term)	•	•
Priority Bug Fixes		•
License Transfers Between Servers		•
Remote Assistance		•
Cloud Backup		•
Health Monitoring		•
Initial Response Times	High Priority: Next Business Day Medium Priority: 2 Business Days Low Priority: 3 Business Days	High Priority: 4 Business Hours Medium Priority: 8 Business Hours Low Priority: Next Business Day
Ongoing Response Times	High Priority: 2 Business Days Medium Priority: 3 Business Days Low Priority: 4 Business Days	High Priority: 8 Business Hours Medium Priority: 2 Business Days Low Priority: 3 Business Days

Aimetis Professional Services

Looking for a solution to your unique security software needs? Aimetis Professional Services offers a range of consulting, custom development, and extended support options to assist with your requirements.

✔ Consulting

Whether you need a little advice or a complete system design, Aimetis is prepared to help. Our team of professional consultants have helped design, implement, and support systems of all sizes for nearly every industry.

- Scaling and architectural design
- Redundancy and disaster recovery planning
- Advanced system configuration

✔ Custom Development

Aimetis products offer a broad and deep platform on which to build a complete video solution. While our suite of products meet the vast majority of market needs, our Professional Services team can extend and enhance your solution, tailored to meet even the most rigorous requirements.

- New feature development
- Custom layout design and rebranding
- Third party system integrations

✔ Extended Support

The Aimetis Maintenance & Support program provides a safety-net which provides reliable support for important installations during business hours. For mission critical systems, service beyond the standard support may be desirable. Aimetis Professional Services provides extended support for exceptional circumstances.

- On-site support
- End-of-life product support
- System health check



Priority Support



Software Maintenance



Health Monitoring



Cloud Backup

To learn more, visit aimetis.com

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