

Delivering Peace of Mind with Expert Service & Support



Site Support Agreements

A Symmetry Site Support Agreement (SSA) can help ensure your security management system is operating efficiently and in compliance.

After registering your Symmetry software, a Gold SSA is included for 12 months, after which you can choose the level of support needed.

If ongoing service is not purchased, the original agreement lapses and you can either rebuy the software or purchase Professional Services for ongoing support.

AMAG offers a range of service plans to suit systems of all sizes and complexity including Platinum which you can upgrade to in the first 12 months for an additional charge.

An SSA ensures free Symmetry software upgrades, and guarantees Symmetry Access Control users will have easy access to qualified technical support engineers and project managers who will assist in the planning, deployment, service and maintenance of their Symmetry Security Management System.

SILVER Symmetry Site Support Agreements

- Tier 2 technical phone support during regular business hours
- Available in the USA only

GOLD Symmetry Site Support Agreements

- Remote video technical support available, essential when a visual is needed
- Free technical support for all certified third-party integrations
- Free software upgrades and patches

PLATINUM Symmetry Site Support Agreements

- Dedicated Account Manager
- Pre-scheduled system checks ensure optimal system performance
- 24/7 technical support, accelerated path to Tier 3 engineer and site visit escalation
- Free replacement of AMAG manufactured controllers
- Free database conversions and software upgrades
- Integrated 3rd party product support
- Free end-user classroom training
- Predictable planning for system expense

Symmetry Access Control Software Edition		Enterprise and Global		
		Professional		
Site Support Agreement Level		Silver	Gold	Platinum
Project Management	Account and project management, knowledge of deployed system			✓
	Support for all connected integrations			✓
	Routed directly to a Tier 3 Engineer who project manages the issues to resolution			✓
	Escalation to site visit when required (at additional charge)			✓
Software	Software patches for current version	✓	✓	✓
	Software patches for current version and one prior version		✓	✓
	Free software upgrade to the latest version and duplicate copy for reseller support		✓	✓
	Database conversion by AMAG (Unless via Professional Services)			✓
Technical Support	Support for listed third party integrations		✓	✓
	Tier 2 with easy access to Tier 3 Technical Support		✓	✓
	Site support by authorized reseller	✓	✓	✓
	AMAG telephone support, visit www.amag.com/services	✓	✓	✓
	AMAG remote support (WebEx)		✓	✓
	24/7 telephone support with site visit escalation			✓

*Symmetry Business does not qualify for an SSA, however, can receive phone support during business hours.

Contact AMAG to learn more, ssa@amag.com
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