



# Amplify and Protect Your OnGuard System

## OnGuard Software Upgrade and Support Plan (SUSP)

Maintaining an active OnGuard® system Software Upgrade and Support Plan (SUSP) not only ensures access to the latest software versions for your system - it offers the opportunity to expand, extend and enrich your system with value-added services, adjacent system integrations and new applications.



## Experts you can trust

Maintaining an active OnGuard Software Upgrade and Support Plan (SUSP) assures that your system will be well cared for by our experienced LenelS2 Technical Support Services team. Whether your system was just installed, requires the latest software patch, or is in need of an upgrade due to a facility expansion, we are here to assist you at every stage of growth.

## Benefits

- **Unlimited Access to Technical Call Center Support:** Provides expert assistance to LenelS2 Value-Added Reseller (VAR) certified technicians for real-time system troubleshooting, issue resolution and resource navigation. May include engineering escalation, upgrade assistance, deployment guidance, migration advice and patch support. Does not include 24/7 Technical Support upgrade.
- **System Software Upgrades and Patches:** Assures VAR certified technician access to the latest features, system releases and updates.
- **24/7 Technical Support Upgrade Option:** Covers support for those situations when an OnGuard system is unexpectedly down, creating an emergency scenario.\*
- **Online Self Help:** Offers the OnGuard Knowledge Base to VARs for technical guidance, common concerns and resolutions in a searchable database.
- **LenelS2 Online Training Option:** Grants access to online virtual and live product training and instructional materials for certification preparation or independent study.\*
- **Technical Support for End-of-Support Software Versions:** Entitles VARs to technical support on a 'best effort' basis for non-supported versions of OnGuard software.
- **Test Systems:** Extends technical call center support for OnGuard test systems, when stood up as a backup for a corresponding OnGuard production server.
- **LenelS2 Professional Engineering Services Option:** Extends access to experienced applications and software engineers for consulting, project management, deployment support, database migration, system upgrades and more.\*
- **LenelS2 Custom Solutions Option:** Provides custom integrations to adjacent systems and platforms such as elevator controls, customized fault tolerant server monitoring and more, to support expansion of your OnGuard system capabilities.\*
- **Supplemental Instructional Materials:** Enables VAR access to system installation documentation, version-specific OnGuard system hardening guides and OnGuard software version release notes.
- **Multi-Year SUSP Advantage:** Locks in the annual SUSP cost for up to three years with the purchase of a multi-year SUSP agreement. The basic OnGuard system SUSP annual cost remains the same throughout the term of the pre-paid SUSP multi-year licensed agreement, even if the system expands to a larger, more complex system configuration during that time frame.

## How do I get a SUSP?

Contact your LenelS2 Value-Added Reseller or the LenelS2 Inside Sales team at [supportquotes@carrier.com](mailto:supportquotes@carrier.com) for information on available options to renew your OnGuard SUSP.

Learn more about the OnGuard system SUSP program and other advanced services by visiting [LenelS2.com/services](https://www.lenels2.com/services).

\*Additional charges apply.



[LenelS2.com](https://www.lenels2.com)

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