



Delivering Confidence with Expert Service & Support

Symmetry™ Site Support Agreement

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

When you register your Symmetry software, you will receive a complimentary Gold SSA for 12 months. After this period, you can choose the support level that best meets your needs.

If ongoing service is not purchased, the original agreement lapses, and you can either rebuy the software or purchase Technical Services for ongoing support. If the original agreement lapses, but you would like to have it re-instated, please contact our SSA Department at ssa@amag.com for Americas' customers and ssa.int@amag.com for International customers.

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

A Gold+ a la carte offering provides options for those customers who would like to take advantage of some features of Platinum support but do not need all the services it offers.

An SSA ensures you have access to the latest Symmetry software version 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.

Agreement Levels

-  **GOLD**
 - ✓ Free Technical Support Access with Valid SSA
 - ✓ Access to Latest Symmetry Software Versions at No Cost
 - ✓ Monthly Microsoft Patching Release Notes
 - ✓ Release Notes across all Symmetry Products
-  **GOLD+ a la carte**
 - ✓ All Gold Benefits
 - ✓ Remote Training
 - ✓ End User Certifications
 - ✓ 24/7 Technical Support Access for Priority Issues
 - ✓ Direct Access to Zendesk
 - ✓ Routine Remote System Healthcheck
-  **PLATINUM**
 - ✓ Dedicated Strategic Account Manager
 - ✓ Remote Training
 - ✓ End User Certifications
 - ✓ Free Technical Support Access with Valid SSA
 - ✓ 24/7 Technical Support Access for Priority Issues
 - ✓ Accelerated Path to Tier 3 Technician
 - ✓ Direct Access to Zendesk
 - ✓ Access to Latest Symmetry Software Versions at No Cost
 - ✓ Routine Remote System Healthcheck
 - ✓ Direct Technical Support Access (after Certification)
 - ✓ Test Environment Licenses
 - ✓ Monthly Microsoft Patching Release Notes
 - ✓ Release Notes across all Symmetry Products

Agreement Levels				
		GOLD	GOLD+	PLATINUM
Training	Remote Training		✓	✓
	End-User Certifications		✓	✓
Technical Support	24/7 Access to Technical Support for Priority Issues		✓	✓
	Direct Access to Zendesk and Zendesk Knowledgebase		✓	✓
	Accelerated Path to a Tier 3 Technical Support Technician			✓
	Technical Support Access via Certified Integrator	✓		✓
	Direct Technical Support Access (after certification)			✓
Program Management	AMAG Strategic Account Manager			✓
Professional Services	Access to Latest Symmetry Software Versions at No Cost	✓		✓
	Routine Remote System Healthcheck		✓	✓
Additional Services	Test Environment Licenses			✓
	Monthly Microsoft Patching Release Notes	✓		✓
	Release Notes across all Symmetry Products	✓		✓

For specific SSA questions, please contact:

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