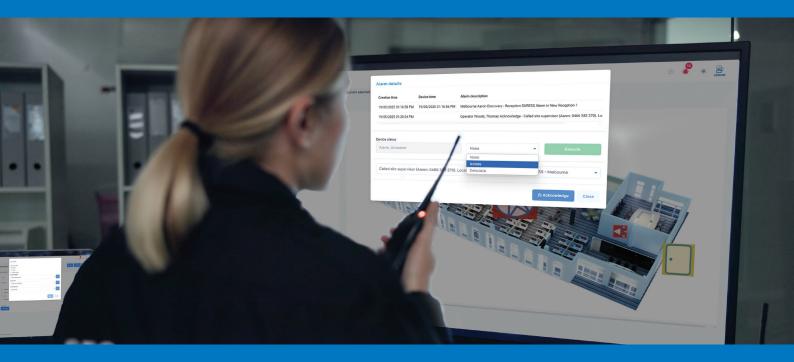# WMS Pro
by tecom

Software Maintenance Agreement (SMA)

Proper installation, use and maintenance of your Aritech security and access control system is key to maximising features in your environment and enabling your system to deliver the benefits you expect.

What is a Software Maintenance Agreement (SMA)?

The WMS Pro Software Maintenance Agreement (SMA) is a program which ensures peace of mind for your Tecom system by providing benefits to customers, such as access to new version releases as they become available, containing new features, improvements, and more.

The WMS Pro SMA also extends the warranty included with each new WMS Pro installation, which provides access to technical support and limited software updates, whilst the SMA is active.

Purchasing and maintaining an SMA for your WMS Pro system is completely optional, but strongly recommended for ongoing management of your site.

ARITECH

Features and Benefits

Enhance System Performance – Benefit from improved system functionality and performance through ongoing software updates, upgrades and support.

How much is the SMA for WMS Pro?

The SMA is calculated at 20% of the current list price of all the licensed components of your WMS Pro system.

Please contact one of our trained installers for a quote to provide cover for your licensed system.

Is the SMA required when WMS Pro is first licensed?

No, the WMS Pro SMA is optional, and all new installations are covered by a 1 year warranty for support from the initial registration date of your licensed WMS Pro system, regardless of whether an SMA has been added. Adding an SMA is recommended, as this provides an easy upgrade pathway for new versions and software updates as they become available.

How do I request an SMA for an existing site?

Existing sites can request an SMA by filling out some details on the WMS Pro license form, and a Tecom representative will reach out with a quote tailored just for you. Once approved, an updated license will be sent, which can be applied to your current installation pro-actively or retro-actively for updating to the latest version.

When is the SMA renewal required?

The WMS Pro SMA is renewed annually, from the date your WMS Pro site was licensed. Renewals may be completed up to 90 days in advance of expiration, with reminder emails being sent from this time at 30 day intervals.

How to check the status and SMA expiry within WMS Pro?

The SMA expiry date can be found within your licensed WMS Pro system by visiting the 'About' page under the 'Administration' menu.

Reminder emails are sent to the registered site contact 90 days in advance of the SMA expiration, with follow-up reminders being sent at 30 day intervals.

Can I modify or add licenses to a WMS Pro system with an active SMA?

Yes, any additional licensing costs are paid as normal, along with a pro-rata cost for the license(s) covering the remaining time on the currently active SMA.

A quote for such changes can be provided upon request by contacting one of our trained installers.

What happens after the SMA expires?

The system will continue to operate as normal on the current version without interruption to the operation or functionality of your site, and limited software 'dot-point' updates may still be installed.

Example - any version 3.0 licensed WMS Pro system can install updates 3.1, 3.2 etc.

However, sites without an active SMA are not eligible to update to major version upgrades of WMS Pro when they're released.

Example - a version 3.0 licensed WMS Pro system without an active SMA cannot install 4.x etc.

What if I want to upgrade to a newer version of WMS Pro without an active SMA?

An active SMA is required for major version upgrades. Please contact one of our trained installers for a quote to reactivate your SMA and upgrade your licensed WMS Pro system.

WMS Pro
Security Solutions

SCAN ME