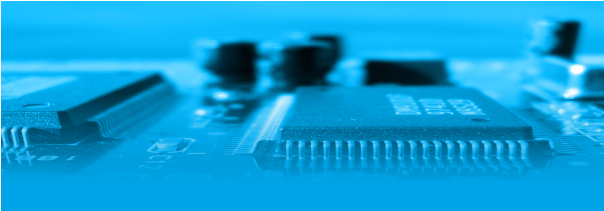


SERVICES DATASHEETS



Highlights

MAINTAINING IN SECURITY CONDITION

The MSL package includes CVE corrections (Common Vulnerabilities & Exposures), to contribute to the end customer's maintaining in operational condition. This service is only available with ANSSI certification.

INVESTMENT PROTECTION

New features and third-party compatibility (OS, Database, SDK, etc.) are available with the latest version of MICROSESAME to ensure your system lasts.

PRIORITY SERVICE AND RESPONSIVENESS

The manufacturer's support is a peace of mind guarantee for the end user. With the MSL service package, response times are reduced and TIL technicians can provide remote assistance to the end customer.

COST CONTROL

Replacing unforeseen expenditure with a fixed annual fee helps to smooth operating budgets. In terms of overall cost (software + hardware), the annual contract represents around 4% of the cost of the installation.

Principles & subscription

- Annual fee based on a percentage of MICROSESAME CUBE licences and options (prices on the date of subscription)
- Mandatory subscription for MICROSESAME CUBE for the PRIME & HIGHSECURE versions, recommended for the ENTRY version.
- Subscription deadline: no later than 1 year after delivery of the software
- Annual renewals are possible as long as the installed version is supported. (see current TIL Support and Versioning conditions document)
- A site that is already equipped and out of warranty must be updated to the latest major version in order to subscribe to the MSL package (see Update).

MSL PACKAGE : SOFTWARE SUPPORT & MAINTENANCE



The manufacturer's commitment

The growing complexity of security installations and the increasing number of interactions between systems (access control, video monitoring, intrusion, BMS, etc.) make the associated services a major challenge in guaranteeing the efficiency and durability of systems.

More than just providing patches and major versions of MICROSESAME and controllers firmwares, the MSL service is an annual package designed to support the operation of customer sites and ensure they continue to evolve.

It offers a maximum service level of :

- Upgradable maintenance (all major and minor versions and available firmware)
- Curative maintenance (security and functional patches)
- Priority telephone assistance from France
- Remote assistance for end customers in France
- On-site assistance available
- -25% discount on migration assistance services provided by TIL

TIL'S SERVICES

UPDATE LICENCE TO MICROSESAME CUBE - MS-MAJ-X	MSL PACKAGE
<ul style="list-style-type: none"> • Installers • Certified partners 	<ul style="list-style-type: none"> • Certified partners • End customers

MSL PACKAGE : SOFTWARE SUPPORT & MAINTENANCE



SOFTWARE MAINTENANCE & SUPPORT						
	PROGRESSIVE MAINTENANCE	PRE-MIGRATION STUDY	CURATIVE MAINTENANCE	PRIORITY TELEPHONE ASSISTANCE	END CUSTOMER REMOTE ASSISTANCE	ON-SITE ASSISTANCE
MS-MAJ-X						
MSL PACKAGE						Option quoted separately

MSL PACKAGE - Detailed services

Upgradable maintenance

- New software versions made available free of charge on request as soon as they become available

Curative functional maintenance & Security

- Effective correction of an identified and reproducible functional bug by the free supply of a patch
- Maintenance in Security Condition : NG/CUBE controler firmwares & MICROSESAME CUBE patches include any available security patches for known vulnerabilities (CVE) in the technical components used by TIL (Linux, encryption algorithms, etc.). This service is made possible by the ANSSI certification/qualification levels obtained by TIL and its solutions.
- Provision of a workaround solution enabling continued use of the software, pending final correction
- The TIL validation service makes these tested firmwares & patches and the list of associated changes available in their changelog pdf.
- For diagnostic purposes, TIL may require a remote connection to the operating site to retrieve operating data and logs (files containing traces in debug mode). If this is not the case, TIL will ask to receive the encrypted ZED files (ANSSI approved) by email and the password by SMS. These files under ZED will be temporarily placed on confidential dedicated PCs in secure areas, and will be deleted once the points have been resolved.

End-customer hotline

- Advice on settings
- Help to optimise system operation
- Answers to all questions relating to software use

End-customer remote assistance

- Diagnosis and resolution of malfunctions
- Installing patches

On-site assistance (option encrypted separately)

- Same as remote assistance, with travel
- Preventive maintenance
- Audit and expertise

Response times

- Blocking dysfunction: 24 working hours
- Semi-blocking dysfunction: 48 working hours
- Non-blocking dysfunction: 4 working days

References

- **MS-MSL** : Annual package for software upgrades and MICRO-SESAME patches
 - Major and minor versions
 - 25% discount on migration assistance services
 - Including 1,000 permanent identifiers and 5,000 annual visitors
- **MS-MSLx** : Price per permanent identifier depending on number of identifiers (see CUBE price list)

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