

## ZKBioSecurity Software Maintenance



ZKBioSecurity is the ultimate “All in One” web based security platform developed by ZKTeco. It contains multiple integrated modules: access control, time attendance, elevator control (online/offline), hotel module, visitor management, parking, guard patrol and video linkage.

Since the first launch of ZKBioSecurity, it has undergone several update iterations, and its functions have gradually been more diverse and stronger. At present, we have more users all over the world. The demand for after-sales service of software is also increasing. In order to provide users with better services and better experience of our software, we have launched the software maintenance.



Customer choosing ZKBioSecurity shows the trust for our software. The interests of customers are the driving force for our development. The perfect software after-sales program can take the service to a new height, forming a unique software after-sales service management system.



### **Diversity of services**

- Develop Service (Customization Service/ Testing Service)
- On Site Service (Training, Problems solving, new software installation)
- Online Support Service (Remote installation helpdesk, Training, Remote firmware upgrade)
- Standard Upgrade Service
- Migration Service (Standard Migration Service/ Customization Migration Service)



## Key Benefits of Software Maintenance:

### Update new functions

To meet customers' need and market development, we will integrate new requirements and continue to introduce new versions of software. We will provide comprehensive market information, technical materials, and training. When new software encounters problems, we have a dedicated team to provide technical support.

### Strong stability and compatibility

We have a professional testing team. The software is tested on various platforms and has a good compatibility to ensure the stability at the customer's end. At the same time, the performance of our software is at its best state.

### Supports latest ZKBioSecurity hardware

With the regular updates and optimization of software, the hardware devices supported by the software will also be constantly updated, supporting more types of equipment, including access control, elevator control, attendance, parking, patrol, hotel and video surveillance, etc. The software is well compatible with these devices.

### Start with One-year free support

Customers will get free after-sales service for the first year from the date of the first activation of the software. After that, customers can choose to pay for services as needed.

### Professional technical support team

We have a professional software team for uninterrupted after-sales service. We have a lot of global localization software services and the timely service provided by the team of Software Center. Customers can contact the after-sales service by email, online and by phone.



**For further information about Software Maintenance, please contact your local sales of ZKBioSecurity provider or ZKBioSecurity product manager.**

## Software Maintenance FAQ

### 1. Why customers need Software Maintenance?

Software Maintenance provides you the latest version and features of ZKBioSecurity. It can give you the latest update for software functions, hardware support and after-sales service.

### 2. What is the service procedure of Software Maintenance?

Your first year of Software Maintenance is free after the purchase of your ZKBioSecurity license. You can renew the service within or after expiration. Your ZKBioSecurity provider will inform you to arrange the upgrade after we release the new version software.

### 3. When can we have the maintenance permission?

You will have the permission to get the Software Maintenance after purchasing a software license.

### 4. When will we start software maintenance?

Software Maintenance starts from the date the license is issued from your ZKBioSecurity provider (unless agreed otherwise).

### 5. What will happen if my Software Maintenance expires?

If Software Maintenance expires, you will no longer receive new version software upgrade news and support. You will not have Software Maintenance until you renew the license.

### 6. Will ZKBioSecurity still work if I don't have Software Maintenance ?

Yes, your current ZKBioSecurity will continue to work without Software Maintenance.

### 7. Can we change Software Maintenance period ?

Yes, we can provide Software Maintenance for longer or shorter periods based on amount of payment.

### 8. Can I buy Software Maintenance for a longer time period of more than 12 months?

Yes, we provide Software Maintenance for two or three years. If you want more, please contact your ZKBioSecurity provider or ZKBioSecurity product manager.

### 9. What are the eligibility criterias of software maintenance?

If you are integrating ZKBioSecurity with a third-party system, please confirm with your ZKBioSecurity provider or ZKBioSecurity product manager in advance.

### 10. How much should I pay for Software Maintenance?

The fee for Software Maintenance is 25% for 1 Year, 50% for 2 Years and 75% for 3 Years.

### 11. How can I renew my Software Maintenance?

Contact your Local ZKBioSecurity provider for a proposal to bring your site up to date and provide ongoing Software Maintenance.

### 12. Where can I check my Software Maintenance validity?

Please contact your ZKBioSecurity provider or ZKBioSecurity product manager.

### 13. Where can I enquire about Software Maintenance?

You can contact your local sales of ZKBioSecurity provider or ZKBioSecurity product manager.

