



SOFTWARE PROTECTION PLAN

Ensuring your system stays secure, updated, and future-ready.

Arteco's **Software Protection Plan** is designed for customers and partners who want long-term reliability, continuous performance and full cybersecurity protection for their VMS environment.

SPP preserves the value of your investment by providing constant updates, advanced technical support and uncompromised system continuity.

CONTINUOUS UPDATES

- ✓ Full access to all new software releases during the subscription period.
- ✓ Guaranteed compatibility with new cameras, protocols, operating systems and features.
- ✓ Cybersecurity-focused updates: security patches, system hardening, vulnerability mitigation and adherence to international security standards.
- ✓ Ongoing performance and stability improvements.



ADVANCED TECHNICAL SUPPORT

- Priority access to Arteco's technical team.
- Remote assistance for rapid diagnostics and troubleshooting.
- Expert advice for complex configurations and integrations.
- Always-updated documentation and exclusive technical resources.



INVESTMENT PROTECTION

- Free license transfer in case of hardware replacement.
- Operational continuity even in unexpected activation issues.
- Reduced obsolescence risk through regular updates.
- Higher protection for long-term and mission-critical deployments.



VALUE FOR PARTNERS AND END USERS

- Stronger customer retention thanks to a continuous service.
- Easier system maintenance with always-updated, secure deployments.
- Competitive advantage in bids requiring cybersecurity and lifecycle management.
- Predictable costs and simplified planning.



DURATION AND RENEWAL

- Available in 1- and 3-year plans.
- Smooth renewal with no service interruption.
- Notifications sent before expiration.



WITHOUT SPP

- Access only to minor updates (bug fixes).
- Major upgrades available at additional cost.
- No guaranteed security updates.
- Higher risk of OS, device and protocol incompatibilities.
- Increased exposure to vulnerabilities and operational risks.