Honeywell SSA | Overview



- Honeywell offers a variety of Software Support Agreements (SSAs) for our access control and video surveillance products to help protect your investments and those of your customers
- These agreements ensure your customers have the latest Honeywell software releases, to minimize your support costs
- Honeywell SSAs are offered in two tiers of service to match business model and your customer needs:
- Standard SSA
- End User SSA
- These service offerings complement any Honeywell installation and enhance long-term customer satisfaction
- By maintaining an SSA, you are eligible for a variety of productivity enhancing benefits
- Free Software upgrades
- Free Priority Integrator technical support
- · Dedicated phone support

Honeywell SSA | Quoting

- SSA Requirement for WIN-PAK SSA Quote preparation.
- · What you need to know
- 1. Version running (G / XE / SE / PE)
- •2. Build Version (4.1 etc)
- •3. Number of Doors
- 4 Advise preferred distribution partner

If integration exists – contact Honeywell

Before you start!

Is current version of WIN-PAK below 4.0?

 If WIN-PAK is below 4.0, an SSA would not be required & customer needs to purchase a fresh install of WIN-PAK:

WPG49 WIN-PAK 4.9 GALAXY® Edition - Software for 15 Galaxy Panel, 2 User (Including 1st year SSA)
WPX49 WIN-PAK 4.9 Express Edition - Software Access

Control only, 1 User (Including 1st year SSA)
WIN-PAK 4.9 Standard Edition - Software

WPS49G AC/Video/Intrusion-Galaxy, 5 User (Including 1st

year SSA)

WPP49G WIN-PAK 4.9 Professional Edition - Software AC/Video/Intrusion-Galaxy (Including 1st year SSA)

 You will need a Database Upgrade to bring Existing DB up to the current WIN-PAK

CPSSRVDB Remote Database Service: 7-10 Business Days
CPSSRVDB2DAY Remote Database Service: 2 Business Days

 You also need to send Server Specification to ensure new hardware exceeds minimum requirements. If WIN-PAK is 4.0 or above, an SSA would be needed.

SSAWPG WIN-PAK for Galaxy (GX) - Annual Standard Software Support Agreement

Support Agreement

SSAWPXE WIN-PAK Express Edition (XE) - Annual Standard Software Support Agreement (SSA to 64 Doors)

WIN-PAK Standard Edition (SE) w/ Galaxy - Annual

SSAWPSG Standard Software Support Agreement (SSA to 64

Doors

WIN-PAK Professional Edition (PE) w/ Galaxy - Annual

SSAWPPG Standard Software Support Agreement (SSA to 64

Doors)

Additional Doors (32 door block)

SSAWPRDR WIN-PAK 32 Reader SSA Add on 1YR

 You also need to send Server Specification to ensure new hardware exceeds minimum requirements

 If WIN-PAK DB is Older than 4.7 you will require a Database upgrade

CPSSRVDB Remote Database Service: 7-10 Business Days
CPSSRVDB2DAY Remote Database Service: 2 Business Days

Is current version of WIN-PAK 4.0 – 4.9?

Consider this?

- Honeywell can also provide On site & Remote Tech Support. Chargeable at the same rate and under the same code.
- Code is OSSACC.
- This could be for Site Training / Upgrade work or in conjunction with both SSA Upgrade & WIN-PAK upgrade.

 During Quote or Early Order stage we need to have a call with the customer to confirm expectations and build a plan of work.

Honeywell SSA | Ordering

- Once you have received a PO from the customer the following process will need to be followed.
- CIF (Customer Information Form)
 Form to be completed by the Installer.
- Distributor to Raise a PO and send in with the Completed CIF Form

Before you start

SSA PO?

- We Process Sales Order
- •We use CIF form to create Upgrade License and send to Distributor
- Invoice raised
- Honeywell Enter SSA into Master file for renewal in 1 year.

- •We Process Sales Order
- We send CIF form to UK Support to schedule DB Upgrade
- Once work complete UK Support confirm back to CS Team
- Invoice raised

DB Upgrade PO?

OSSAC PO?

- •We Process Sales Order
- CS team reach out to Technical Team with Installer details so we can start to schedule time & attendance.
- Once work complete UK Support confirm back to CS Team
- Invoice raised