



Software Maintenance Agreement (SMA)

For Access Management System (AMS) & Building Integration System (BIS)

Keep your security system secure, stable, and future proof

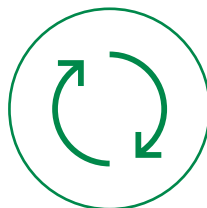
Bosch Access Control software licenses for Access Management System (AMS) and Building Integration System (BIS) are perpetual and remain valid indefinitely. However, modern security systems require continuous updates to stay protected, compatible, and efficient. With the Bosch Software Maintenance Agreement (SMA), you ensure that your system always runs with the latest security updates, software improvements, and full technical support.

Our dedicated experts take care of the technical details – so you can focus on running your operations with confidence.

With the annually renewable SMA you get:



Comprehensive support



Always the latest software version



Expert troubleshooting to prevent downtime

Why choose a Software Maintenance Agreement?

Stay secure with the latest software

Cyber threats and IT environments evolve constantly. The SMA ensures your system receives regular IT security updates and patches, helping protect your data, infrastructure, and users.

Always run the latest software version

Stay up to date with major and minor software releases, including new functionalities and performance improvements that enhance your daily operations.

Ensure long-term system compatibility

With continuously changing platforms and third-party technologies, compatibility is critical. The SMA provides regular compatibility updates, ensuring your system continues to work reliably with supported components.

Direct access to technical support

Our experienced support specialists are available to analyze issues, provide solutions and deliver workarounds quickly, helping you minimize downtime and maintain smooth system operation.

Predictable costs and long-term planning

With the SMA you benefit from clear and predictable maintenance costs, while ensuring your security system remains fully supported throughout its lifecycle.

Peace of mind for your project

With the valid SMA, you can rely on stable system operation, continuous improvements and long-term product support.



What is included in the SMA?

With a valid Software Maintenance Agreement, you receive:

- Access to all software updates (major and minor releases)
- Latest security updates to improve data protection
- Compatibility updates with supported platforms and technologies
- Access to technical support
- Access to existing hotfixes
- Possibility to request new hotfixes

These services ensure your access control system remains secure, efficient and future-ready.

Technical Specifications

	Without Software Maintenance Agreement	With Software Maintenance Agreement
System expansions	✓	✓
Commissioning support	Grace period of 30 days (after initial activation of software)*	Grace period of 90 days (after initial activation of software)*
Upgrade to new major/minor software releases	X	✓
Access to our technical support team	X	✓
Request new hot-fixes	X	✓
Access to existing hot-fixes	X	✓

* Commissioning support is limited to installation and initial system commissioning assistance during the grace period following first-time activation. Requests outside the scope of installation and initial commissioning may be declined, as it is not a substitute for an active Software Maintenance Agreement.



Support availability

Technical support is available during local business hours. Requests will be responded to within a maximum of 3 business days.

Support requires:

- a valid software license
- a valid Software Maintenance Agreement
- proper system operation by trained personnel according to documentation

How to get the Software Maintenance Agreement

Getting the benefits of the Software Maintenance Agreement is simple:

- Order the Software Maintenance Agreement together with your access control software
- The Software Maintenance Agreement is linked to your system, including base license and purchased extensions
- Contract periods are available in multiples of 1 year

Maximum advance coverage:

- **AMS:** up to 5 years
- **BIS:** up to 3 years

Learn more...

For more details, please refer to our product catalog, our website as well as our SMA conditions by country:

SMA in product catalog:



SMA conditions per country:



More about SMA on our website:



Overview of SMA licenses

Description	Enterprise	SMA (for Enterprise)	Lite	Plus	Pro	SMA (for Pro, Plus & Lite)
Basic licences						
License Enterprise base	AMS-BBIS	AMS-SMA-BBIS	-	-	-	-
License Lite Base	-	-	AMS-BLIT	-	-	AMS-SMA-LITE
License Plus Base	-	-	-	AMS-BPLU	-	AMS-SMA-PLUS
License Pro Base	-	-	-	-	AMS-PRO*	AMS-SMA-PRO
License bundle Mobile Access Lite	-	-	AMS-BMOBLIT*	-	-	AMS-SMA-BMOBLIT
License bundle Mobile Access Plus	-	-	-	AMS-BMOBPLU*	-	AMS-SMA-BMOBPLU
License bundle Mobile Access Pro	-	-	-	-	AMS-BMOBPRO*	AMS-SMA-BMOBPRO
Features						
License Visitor Management Enterprise	AMS-FVISBIS	AMS-SMA-FVISBIS	-	-	-	-
License Visitor Management Lite	-	-	AMS-FVISLIT	-	-	AMS-SMA-VISLIT
License Visitor Management Plus	-	-	-	AMS-FVISPLU	-	AMS-SMA-VISPLU
License Report Management Enterprise	AMS-FREPDIS	AMS-SMA-FREPDIS	-	-	-	-
License Report Management Lite	-	-	AMS-FREPLIT	-	-	AMS-SMA-FREPLIT
License Report Management Plus	-	-	-	AMS-FREPPLU	-	AMS-SMA-FREPPLU
License Report Management Pro	-	-	-	-	AMS-FREPPRO	AMS-SMA-FREPPRO
License Single Sign On Enterprise	AMS-FSSOBIS	AMS-SMA-FSSOBIS	-	-	-	AMS-SMA-FSSOPLU
License Single Sign On Plus	-	-	-	AMS-FSSOPLU	-	AMS-SMA-FSSOPLU
License Single Sign On Pro	-	-	-	-	AMS-FSSOPRO	AMS-SMA-FSSOPRO
License Hierarchy	AMS-FHIEBIS	AMS-SMA-FHIEBIS	-	-	-	-
Expansions						
License 1 MAC expansion	AMS-XMACBIS	AMS-SMA-XMACBIS	AMS-XCLLIT	AMS-XMACPLU	AMS-XMACPRO	AMS-SMA-1MAC
License 10 MAC expansion	AMS-X10MACBIS	AMS-SMA-X10MACBIS	-	-	-	-
License 1 Operator Client expansion	AMS-XCLIBIS	AMS-SMA-XCLIBIS	AMS-XCLLIT	AMS-XCLIPLU	AMS-XCLIPRO	AMS-SMA-1CLI
License 5 Operator Client expansion	AMS-X5CLIBIS	AMS-SMA-X5CLIBIS	-	AMS-X5CLIPLU	AMS-X5CLIPRO	AMS-SMA-5CLI
License 10 Operator Client expansion	AMS-X10CLIBIS	AMS-SMA-X10CLIBIS	-	-	-	-
License 1 Division expansion	AMS-XDIVBIS	AMS-SMA-XDIVBIS	-	AMS-XDIVPLU	AMS-XDIVPRO	AMS-SMA-1DIV
License 10 Division expansion	AMS-X10DIVBIS	AMS-SMA-X10DIVBIS	-	-	-	-
License 32 Door expansion	AMS-X32DORBIS	AMS-SMA-X32DORBIS	AMS-X32DORLIT	AMS-X32DORPLU	AMS-X32DORPRO	AMS-SMA-32DRS
License 128 Door expansion	AMS-X128DORBIS	AMS-SMA-X128DORBIS	-	AMS-X128DORPLU	AMS-X128DORPRO	AMS-SMA-128DRS
License 512 Door expansion	AMS-X512DORBIS	AMS-SMA-X512DORBIS	-	AMS-X512DORPLU	AMS-X512DORPRO	AMS-SMA-512DRS
License 100 ID Card expansion	AMS-X100CRDBIS	AMS-SMA-X100CRDBIS	AMS-X100CRDLIT	-	-	AMS-SMA-100CRD
License 1000 ID Card expansion	AMS-X1KCRDBIS	AMS-SMA-X1KCRDBIS	AMS-X1KCRDLIT	AMS-X1KCRDPLU	-	AMS-SMA-1KCRD
License 10000 ID Card expansion	AMS-X10KCRDBIS	AMS-SMA-X10KCRDBIS	-	AMS-X10KCRDPLU	AMS-X10KCRDPRO	AMS-SMA-10KCRD
License 50000 ID Card expansion	AMS-X50KCRDBIS	AMS-SMA-X50KCRDBIS	-	AMS-X50KCRDPLU	AMS-X50KCRDPRO	AMS-SMA-50KCRD
Mobile Access						
License Mobile Access	AMS-FMOBBIS	AMS-SMA-FMOBBIS	AMS-FMOBLIT	AMS-FMOBPLU	AMS-FMOBPRO	AMS-SMA-FMOB
License 50 Mobile Credentials	AMS-X50MOBBIS	AMS-SMA-X50MOBBIS	AMS-X50MOBLIT	AMS-X50MOBPLU	AMS-X50MOBPRO	AMS-SMA-X50MOB
License 100 Mobile Credentials	AMS-X100MOBBIS	AMS-SMA-X100MOBBIS	AMS-X100MOBLIT	AMS-X100MOBPLU	AMS-X100MOBPRO	AMS-SMA-X100MOB
License 1000 Mobile Credentials	AMS-X1KMOBBIS	AMS-SMA-X1KMOBBIS	AMS-X1KMOBLIT	AMS-X1KMOBPLU	AMS-X1KMOBPRO	AMS-SMA-X1KMOB
License 5000 Mobile Credentials	AMS-X5KMOBBIS	AMS-SMA-X5KMOBBIS	AMS-X5KMOBLIT	AMS-X5KMOBPLU	AMS-X5KMOBPRO	AMS-SMA-X5KMOB
Integrations						
License 1 Key Management expansion	AMS-XKEYBIS	AMS-SMA-XKEYBIS	-	AMS-XKEYPLU	AMS-XKEYPRO	AMS-SMA-1KEY
License 25 Pegasys Door expansion	AMS-X25OFFBIS	AMS-SMA-X25OFFBIS	-	AMS-X25OFFPLU	AMS-X25OFFPRO	AMS-SMA-25OFF
License 25 OSO Offline Doors expansion	AMS-X25OSOBIS	AMS-SMA-X25OSOBIS	-	AMS-X25OSOPLU	AMS-X25OSOPRO	AMS-SMA-25OSO
License 25 SmartIntego Doors expansion	AMS-X25SIQBIS	AMS-SMA-X25SIQBIS	-	AMS-X25SIQPLU	AMS-X25SIQPRO	AMS-SMA-25OND
License 1 G Series expansion	AMS-XPANBIS	AMS-SMA-XPANBIS	AMS-XPANLIT	AMS-XPANPLU	AMS-XPANPRO	AMS-SMA-1PAN
License 10 G Series expansion	AMS-X10PANBIS	AMS-SMA-X10PANBIS	-	AMS-X10PANPLU	AMS-X10PANPRO	AMS-SMA-10PAN

* EOL

Radionix represents Bosch access control systems worldwide. Radionix, a part of KEENFINITY Group, builds on trusted technology to deliver mission control for your security. Security that's more than a system. It's a mission that never rests.