inner range

Software Versions and Software Maintenance Agreement (SMA)

Inner Range is an Australian manufacturer of electronic access control, intruder, and integrated security management software. The success of our solutions can be attributed to the real-world feedback from our customers throughout our 30+ year history, in addition to the free technical support services we provide to our certified security installer communities.

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## Software Versions and Software Maintenance Agreement (SMA)

Why Stay Up To Date?

Inner Range continuously invests in research and development through our Melbourne-based R&D teams. As a result, our products are innovative, secure, and at the cutting-edge of intruder detection and access control technology, which benefits tens of thousands of small and large organisations alike. Using the latest version of Integriti/Infiniti software ensures your business benefits from these investments.

FASTER. BETTER. SAFER.

Top reasons to stay up to date:

Cost-Savings
Take advantage of new features to drive operational efficiency.

Compliance
Ensuring compliance with company/government regulations.

Security
Reduce risk with cyber security updates/ system hardening.

Stability
Greater stability and bug-fixes.

Integrations
Support new integrations to third-party systems.

Peace of Mind
Future-proof your investment.

Optimisation
Improved functionality and performance of existing features.
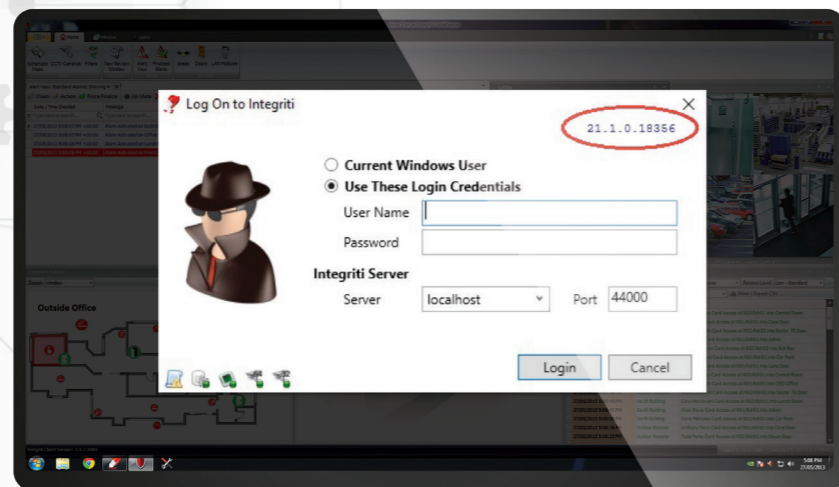
Software Versions

Inner Range typically release 3 major and 4–6 minor versions of Integriti/Infiniti each year. Version names match the year in which the software was released, e.g., version "21.x.x" for 2021.

There are four editions of the Integriti/Infiniti software:
1. **Express**
2. **Professional**
3. **Business**
4. **Corporate**
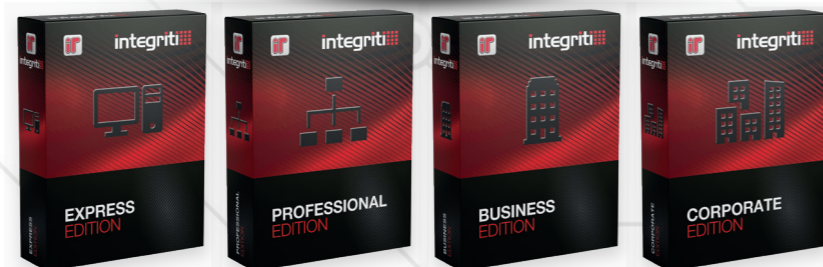
The purchase of a new edition automatically includes up to 24 months of free version upgrades. In other words, version upgrades are included in the calendar year the software was purchased plus the next calendar year. For example, software purchased in 2021 entitles you to all version upgrades throughout v21 (2021) and v22 (2022). The Express software is treated differently, however, in that Express is automatically licensed for the latest version for free, regardless of age.

After the initial free version upgrade period has expired, version upgrades can be purchased either via:

1. A once-off version upgrade license; or
2. A Software Maintenance Agreement.

Both options are provided to empower you with the freedom to choose how you maintain the software according to your needs, budget, and timeframe.

Option 1: Version Upgrade Licenses

A version upgrade license can be purchased after the free upgrade period has lapsed. The version upgrade license allows your software to be upgraded to the version corresponding to the calendar year in which the version upgrade license was purchased. For example, a site running v18 (2018) which purchases a version upgrade license in 2021 would then be entitled to upgrade to v21.

Version upgrade licenses are purchased through the security installer and are calculated at a fixed 14% of the total software license value, regardless of the age of the existing software.

Option 2: Software Maintenance Agreement (SMA)

Inner Range has a top tier maintenance program to support end-users of its Integriti/Infiniti security management software. Investing in an SMA guarantees that your business is always up to date with the latest innovations, ensures that you have technical support available when needed, and most importantly, addresses constantly evolving cyber security threats.

With 1, 2, 3, or 5-year options, the SMA provides you with:
1. Direct communication with Inner Range Technical Support and Professional Services during business hours (AEST).
2. Priority technical support, including a dedicated priority phone number.
3. Version upgrades for the duration of the SMA. For example, a two-year SMA taken up in 2022 would therefore automatically include the v24 upgrade license.
4. Privileged login to access the Inner Range technical portal.

Optional Extras:
5. 24/7 support (fixed rate, regardless of system size).
6. System auditing and health checks.
7. Onsite software support for customers without remote access.
8. Support for custom software enhancements.

SMAs (and optional extras) are purchased through the security installer and are calculated at a fixed 18% of the total software license value, regardless of the age of the existing software.
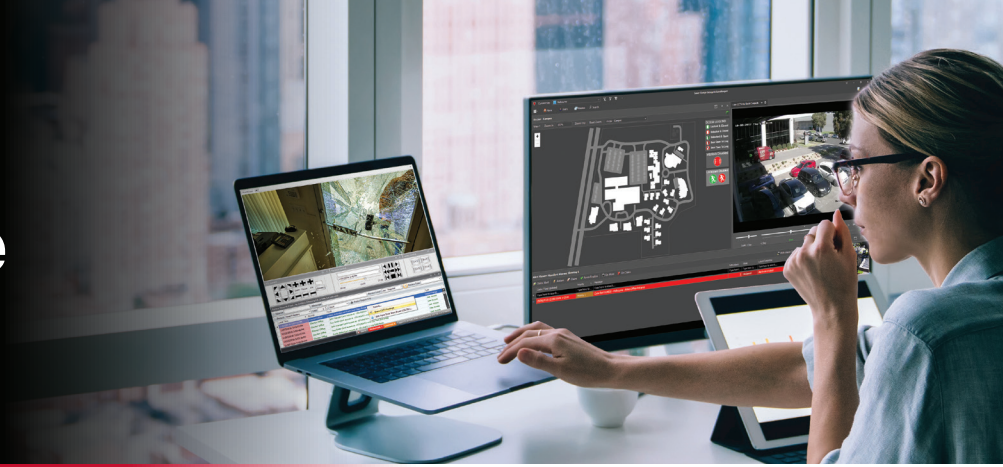
No Hidden or Predatory Backdating SMA Costs

When customers purchase an Inner Range system, they pay once and can use the software for life. There are no lock-in contracts, enforced SMAs, annual license fees or other hidden costs.

Inner Range takes it one step further as there are no backdating costs for version upgrade licenses or SMAs that have lapsed or were never taken up. For example, a site running v16 (2016) wishing to take up an SMA will only be quoted 18% of the total software license value and NOT incur any backdating charges for the years in which the SMA was not active. In this way, the end-user is empowered to either take up an SMA, or not, according to their needs, with the confidence they will not be penalised later.

Some manufacturers that backdate SMA costs incentivise their re-sellers to always maintain an SMA, whereas Inner Range simply gives end-users the penalty-free choice.

Frequently Asked Questions

1. What is an SMA?

An SMA is an optional service that gives you direct manufacturer support and software version upgrades as well as providing a foundation for additional tailored professional services.

2. Does an SMA replace the services of an installer?

No. An SMA complements the services of the installer by providing an additional avenue of software support (hardware support is not included) as well as software version upgrades. This service is designed to answer 'helpdesk' style inquiries. Any critical system configuration or engineering-level support may be quoted as a separate professional service in concert with the installer.

3. How do I purchase a version upgrade license or SMA?

Contact your incumbent security installer for a quote.

4. What are the T&Cs surrounding the SMA?

The SMA is simply governed by standard Terms and Conditions and does not require a signed agreement.

5. What happens if my SMA expires?

If the SMA lapses, the system will continue to function as normal with no loss of features. You will no longer be able to access direct manufacturer support or version upgrades. However, once-off version upgrade licenses can always be separately purchased on an ad-hoc basis.

6. I need 24/7 manufacturer support for my site, do you provide this?

Yes, please contact your incumbent security installer for a quote. 24/7 support is an optional extra to an SMA and is quoted as a fixed yearly rate, regardless of the size of your system, so your costs can be easily predicted.

Please contact your security installer or sma@innerrange.com for any inquiries.

Inner Range Pty Ltd
1 Millennium Court Knoxfield, Victoria, 3180, Australia
T +61 3 9780 4300
admin@innerrange.com www.innerrange.com