

A comprehensive maintenance package that includes **Software Updates** and **Premium Support**.

With software updates, you'll automatically have access to the latest versions of software which will increase the value of your security investment. Get new system capabilities like improved performance and usability, security updates and bugfixes.



Software Updates

Access the latest software updates and features as soon as they are available.

With every new release, you'll be able to tap into new system enhancements such as usability improvements, expanded integrations, cybersecurity improvements. This extends your system's longevity so that you can continue getting the most value from your investment. Benefits from software upgrades to both minor and major releases include:

- Cutting edge features that leverage the latest evolutions in security systems technology and can enable new use cases, provide new insights, and decrease operational costs
- Usability improvements that help system administrators be more efficient in configuring and using the software
- Performance improvements so that you can get the most out of hardware investments
- Security improvements to make sure your system stays compliant with evolving security requirements and follow security best practices
- New third-party integrations to increase your security ecosystem

Our expert support team is ready to provide effective solutions and advice for all your technical difficulties. You can contact our team via our own secure ticket system, phone and live chat, as we want to make sure our specialists are available to you however you need it.

- Get Phone and chat support during business hours
- Prioritized support requests for faster response times
- Faster resolutions for complex issues with in-depth
- Troubleshooting from our advanced product experts
- Multiple support languages are available
- Immediate access to available hotfixes
- Open an unlimited number of cases, which are tracked through



Technical Support

Get premium access to the Nanodems Technical Support Center portal.