



TDSi

**Base Software  
Support Agreement**

SSA-BASE

## TDSi Base Software Support Agreement

Our professional Support Technicians have the expertise required to ensure your satisfaction and the success of your GARDiS or EXgarde System. TDSi delivers comprehensive, high-quality, technical assistance with remote support over the Phone, Email or Dial-in from experienced industry and product experts.

TDSi provides exemplary Customer Support that enhances the effectiveness of your Integrated Access Control System. The Base Software Support Agreement provides up to two hours of Technical Support a month for your GARDiS and EXgarde Software. Support on this plan is available Monday to Friday between 08:30 and 17:00 and is valid for 12 months from the start of the agreement.

The Base Software Support Agreement is only available for systems running the latest version of GARDiS or EXgarde which have 50 doors or less and do not have any Third-Party Integrations.

### At a Glance

- 2 hours of Technical Support per Month
- Support available Monday - Friday, 08:30 - 17:00 (G.M.T.)
- Valid for 12 Months from agreed commencement Date
- Available over Telephone, Email or Dialed-in Support
- For Systems of 50 Doors or less
- Does not cover Third-Party Integrations
- Must be running the latest version of GARDiS or EXgarde Software

### Additional Services

If the TDSi Base Software Support Agreement is not suitable for your requirements; TDSi can provide a range of bespoke Customer Maintenance and Support Services to meet the demands of your business. These may include a combination of additional services, for example:

- Additional Support Hours
- Software Commissioning
- Software Health Check
- Software Upgrades
- Extended Hardware Warranty
- Specialised/Bespoke Training
- Remote Training

Additional Services are available by prior arrangement, via a bespoke Software Support Agreement at an agreed extra cost and dependent on engineer/support personnel availability. To find out more, contact TDSi and a member of our team will be happy to assist you in defining your needs and tailoring an agreement to your exact requirements.

### About TDSi

Robust and reliable Access Control Systems manufactured by world-renowned security specialists TDSi for over 40 years.

Protecting and securing your building, assets, and people is a high priority for any business. However, those responsible for building security often find themselves overwhelmed by choice. TDSi is a specialist in access control, offering a range of superior products that not only answer the security challenges of the 21st century but also deliver peace of mind to those who trust in our expertise and experience.

## GARDiS

### GARDiS Access Control Software

GARDiS browser-based application provides the most cutting-edge software within the market. Accessible through an internet browser, the GARDiS Software doesn't require specialist equipment - providing cost-saving benefits to you. In addition, the reduced requirement for software configuration saves time.

GARDiS software delivers the same level of security insight as previous TDSi software solutions, however, both the design and development have been innovated through customer feedback, which specified a simple and straightforward platform that requires minimal training. User initiated firmware updates are now built-in to the GARDiS Software User Interface to make the update process as straightforward as possible.

GARDiS runs as a service, working autonomously without the need for management. The intuitive nature of the software makes it easy to troubleshoot, reducing the chance of customers incurring call-out costs. Coupled with a reliable and robust design; GARDiS software is a desirable offering that requires minimal training and maintenance.

GARDiS PRO has all the capabilities of the GARDiS EXpress software with the opportunity for optional module licenses to be added such as Site Lockdown, Fire Door Release, Lift Control, ANPR, T&A, REST API, and other 3rd party integrations such as CCTV and Time and Attendance.

## EXgarde

### EXgarde Access Control Software

EXgarde is a fully-featured Access Management PC software application that combines an extremely intuitive graphical user interface, with powerful integration capabilities. Supporting multiple doors as standard and providing the option to extend this with additional door licenses, EXgarde meets the needs of even the largest access control networks. With EXgarde, integration and expansion are achievable outcomes, providing numerous possibilities to integrate with the latest CCTV and biometric technologies.

EXgarde can be used to seamlessly integrate the many aspects of a security and building management system using a single database and a single user interface. All EXgarde application modules can be set up, administered and managed from a single or multiple workstations.

Ease of integration and ease of expansion are key attributes of EXgarde providing numerous possibilities to integrate to the latest CCTV, Fire, Intrusion, Building Automation and Management and Biometric technologies.

Product Code	Name	Description
SSA-BASE	TDSi Base SSA	Software Support Agreement - 12 Month

# TDSi<sup>UK</sup>

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