

Dear valued Bosch Building Technologies customer,

In this letter, we would like to inform you about upcoming changes to the Software Maintenance Agreements (SMA) for the Bosch Building Technologies software products. The changes will be implemented as of August 1, 2020 and will affect the following software products:

- BVMS
- Building Integration System (BIS)
- Access Management System (AMS)
- Intelligent Insights (coming soon)

What will change?

1. Discontinuation of free, one year SMA

Currently, all our software products include a free-of-charge SMA for one year, starting from the initial activation of the software licenses. We initially implemented this model as a gesture of goodwill to provide you with the maximum product benefit when buying software. However, due to a significant increase in software customers and, therefore a rise in workload and costs for maintenance and support, this free-of-charge model is no longer sustainable.

In order to continue to provide you with the best service possible, we will need to terminate the free-of-charge SMA for the above mentioned software products as of August 1, 2020. However, in an effort to make the new model as cost-efficient and attractive as possible, we will reduce the annual SMA fee from 18% to 12% of the license fee for you. Assuming a product / project life cycle of 8-10 years for our products, the break-even point for your software products will be reached after approximately four to five years when buying SMA from the beginning.

2. SMA now mandatory for after sales support

From August 1, 2020 on a valid SMA will become a prerequisite for receiving after sales technical support for your software products. To ease this transition, we will grant a grace period for initial support: after activating your license, you will receive support for up to 90 days regardless of your license's SMA status.

We at Bosch believe these are the necessary measures to continue providing you with the highest levels of service. With these new regulations, we will be able to devote more time and attention to each customer request, improve response times and ultimately provide you with a stable and reliable software system.

For more details, please refer to the [Bosch website](#).