The SLA packages Basic, Advanced and Professional for the CLIQ® Web Manager
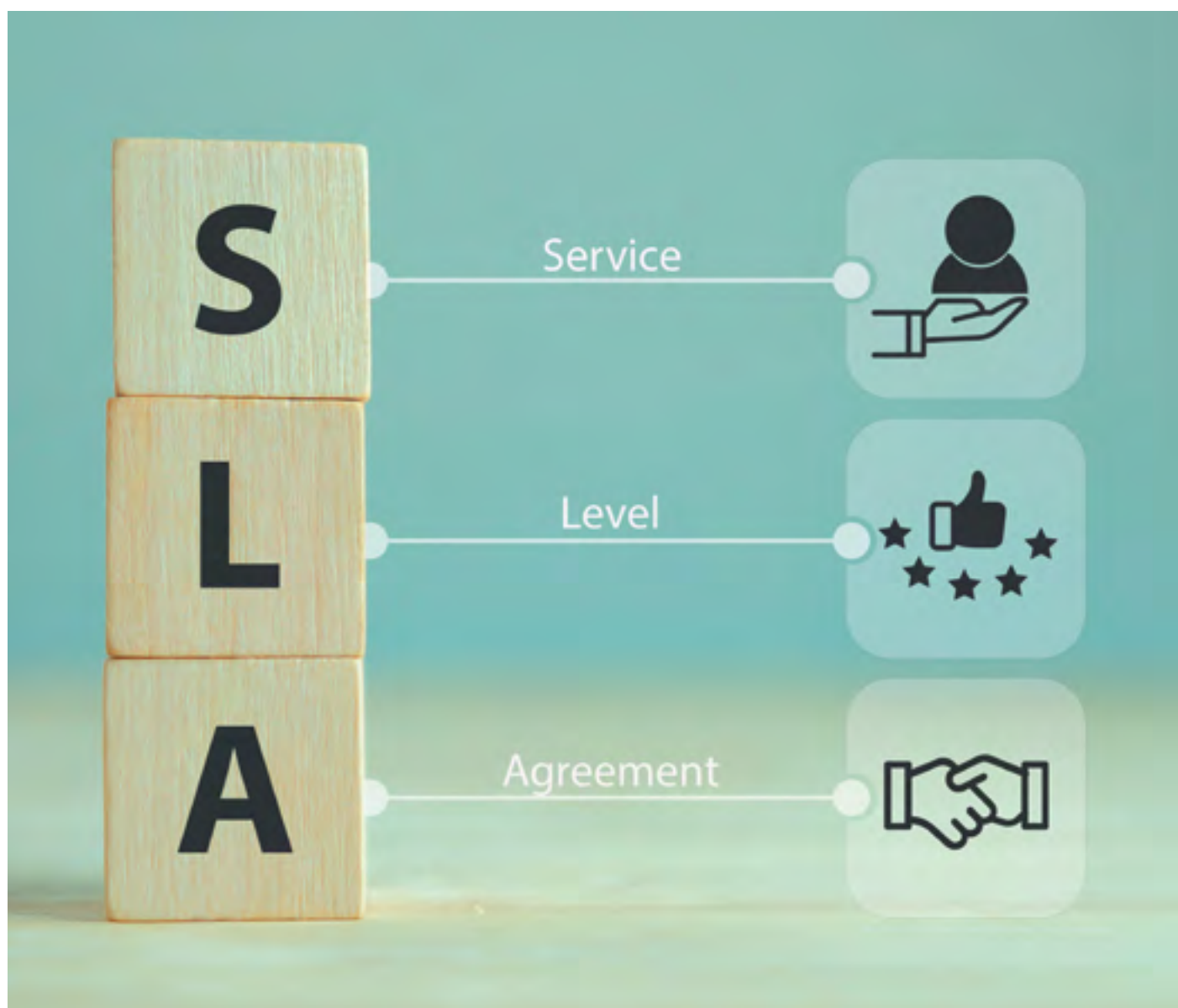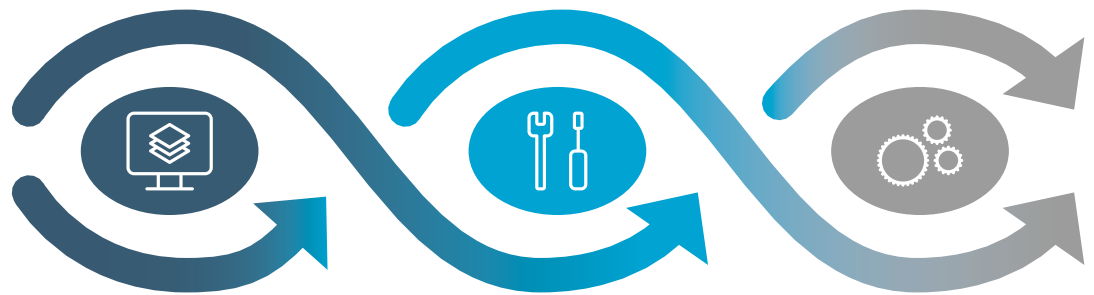
CLIQ®

CLIQ® Service Level Agreements: simple, secure, customised

IKON – The locking system specialist since 1926!

IKON
ASSA ABLOY

Experience a safer and more open world

IT security and data protection:
With us, security begins as early as the development stage

Development

Planning

Operation

The comprehensive security approach of ASSA ABLOY covers the development, installation and operation of the CLIQ® systems.

Development

· Security by design: IT security is a fixed part of the development process

· Secure development standard in accordance with ISO 27001

· Sustainable development process with established test and release process

· External penetration tests by independent, rolling institutes

· Established weak point management to detect and remove gaps in security in the early stages

Planning

· Certified, qualified partner network

· Legal and internal specifications, whether operated as a SaaS solution, dedicated SaaS or on premise

· Comprehensive documentation and trainings for installation

· Support of current operating and development environments

Operation

· 24/7 software support with specialist contact partners

· Regular provision of updates, upgrades and patches

· Training for users

· Individual Service Level Agreements for updates, maintenance and support

Data security has the technical goal of sufficiently protecting data against loss, tampering and other threats. Data security is therefore a requirement for effective data protection and enables GDPR-compliant operation.

IT security

Information and data are worthy of protection. IT security involves protecting ITC systems in companies from threats. The protection goals are confidentiality, availability, authenticity and integrity.

· **Confidentiality** is the characteristic of a message that should only be seen by a restricted group of recipients. The contents should not be passed on or published.

· The **availability** of a technical system is the level to which the system fulfils specific requirements within an agreed period of time. It is a quality criteria and a key performance indicator of a system.

· **Authenticity** means that the content is real, can be verified and can be trusted. Checking a property that is claimed to be true is known as authentication. Via digital signatures, data can be assigned to the specified sender. This is how the authentication of the data origin is verified.

· **Integrity** means that it must not be possible for data to be changed unnoticed. Changes to data must be traceable, while the focus with confidentiality is on the authorisation.

The right support ensures that you receive the desired help and response time for

The CLIQ® Web Manager is self-explanatory and intuitive to use.

No one is left standing in front of locked doors if questions or errors arise when operating the CLIQ® Web Manager. With our CLIQ® SLA packages, you get the support you need and therefore the customised help that suits you.

Are you familiar with these challenges?

· Ensuring software reliability and service continuity

· Complying with legal requirements

· Facing the new threats of cybercrime

· Ensuring sustainable support

· Creating transparency

· Building loyalty

· Minimising liability risks

In order to meet these challenges, the requirements for IT security and data protection are increasing constantly.

An optimal solution fulfils the following points:

· Legally compliant contracts ✔

· Customised service levels ✔

· High availability ✔

· Data security ✔

· Regular penetration tests ✔

· ISO certifications ✔

· Rapid assistance in the event of service failures ✔

· Secured processes for access protection ✔

· Regular releases ✔

· Patch management ✔

· Software tool upgrades ✔

In addition to development and production, our security technology also includes the service provided by our in-house teams when choosing the Advanced and Professional SLA packages.

In order to offer you comprehensive security solutions, it is important to us as a manufacturer of security technology that our services do not end with the installation of our products. Quite the contrary!

ASSA ABLOY is one of the few manufacturers to take support very personally and offer assistance in cooperation with our qualified CLIQ® partner companies or even directly.

SLA Basic, Advanced and Professional:
customised to your needs

The SLA packages offer the following advantages

Product ranges
· Graduated service offers

Reliability
· ASSA ABLOY guarantees the services defined in
  the service certificate

Sustainability
· High availability of SW support
· Continuous development and security updates of the software

Professionalism
· Legally compliant contract templates that give the end user control and transparency over
  promised services

Choose the Service Level Agreement that best suits your needs.

Our SLA packages offer
you three different
levels of support.

SLA Basic
Here, support is provided by the CLIQ® Web Partner and not by ASSA ABLOY. This is regional
support without a claim to quality of service, limited to fault correction and software upgrades.

SLA Advanced
Here, support is provided directly by the ASSA ABLOY team during defined office hours:
There is a claim to guaranteed service quality as shown in the adjacent table.

SLA Professional
Here, you receive support directly from the ASSA ABLOY team within very short response times
and around the clock. You can see the many included services in detail in the adjacent table.

3 steps to IT security

Step 1: The right SLA package selected ✔

Step 2: CLIQ® Web Manager is installed ✔

Step 3: CLIQ master key system is in operation ✔

Differences between CLIQ® Web Manager Service Level Agreements

Service	SLA Basic	SLA Advanced	SLA Professional
Legally compliant contract templates	X	X	X
Claim to guaranteed service quality		X	X
Fault correction (patches)	X	X	X
SW upgrades	X	X	X
Provision of upgrades by manufacturers		X	X
1st level support by CLIQ Web Partner	X		
1st level support by ASSA ABLOY		X	X
Regional support	X	X	X
Worldwide support		X	X
Commissioning support CLIQ® Web Manager Hosting		X	X
Commissioning support Remote Wall-PDs		X	X
Key account/preferred support		X	X
Support for software user questions		X	X
Transparency/reports/evaluations		X	X
Ticket system with ticket history		X	X
Incident management		X	X
Traceability of support history		X	X
Secured availability		X	X
Guaranteed response times		X	X
Very short response times			X
24/7 round-the-clock availability			X

The ASSA ABLOY Group is a global market leader in access solutions. We help people to feel safer and more secure and experience a more open world every day.

ASSA ABLOY
Opening Solutions

ASSA ABLOY
Sicherheitstechnik GmbH

Attilastrasse 61 – 67
12105 Berlin
Germany
Tel. +49 30 8106-0
berlin@assaabloy.com

Bildstockstrasse 20
72458 Albstadt
Germany
Tel. +49 7431 123-0
albstadt@assaabloy.com

www.assaabloy.com/de