

iCOGNIZE Services

#biometrics

#palmvein

#accesscontrol

Software support

Those of our clients who sign an SMA are offered the option to regularly receive the latest updates for our proprietary Plexus management software. Regular updates ensure that the version used by our clients always remains technologically and functionally up to date.

The latest updates are conveniently delivered to our partners online.

We also offer our clients additional services priced in accordance with our current service price list.

Only clients and partners who are licenced Plexus management software users are eligible to sign an SMA contract.

Maintenance services

We offer our clients a variety of maintenance services for hardware and software purchased from iCOGNIZE GmbH.

These include:

- Free hotline/Team Viewer remote connection with Level-3 remote support during business hours (Monday to Friday, 8:00 AM to 5:00 PM, except German bank holidays)
- Free software updates (primarily security patches and bugfixes, including remote installation)
- Free software upgrades (software downloads and licenses; exclude time spent on installation)
- Free firmware updates for hardware (primarily security patches and bugfixes, including remote installation)

