Software Maintenance & Support

EDGE GATEWAYS POWERED BY WELOTEC

Our offering: We minimize your risks when rolling out our Edge Gateways in a productive environment by providing regular updates and the best quality of service and support, ensuring your operations run smoothly. This way, we can guarantee that your software is always up-to-date, secure, and compatible, eliminating risks and maximizing productivity.

	No package	Bronze	Silver	Gold
egOS Updates Guarantee from purchase of the last device, depending on Azure IoT Runtime LTS availability	-	1 year	2 years	3 years
Individual remote support per month	-	1h	3h	5h
		Additional hours if needed at additional charge		
Direct technical contact	-	✓	✓	✓
Set up for SMART EMS & VPN Security Incl. rollout concept, coordination of functional network structure, creation of configuration and template, onboarding and admin training	-	50 % off	50 % off	free of charge
Security reviews for device configuration per year	-	-	1	3
SBOMs/CVE-Checks	-	-	✓	✓
Priority access to new hardware platforms	-	-	✓	✓
Priority access to new OS test versions	-	-	✓	✓
Whitelabeling Additional costs for material	-	-	✓ + one-time fee of 1000€	✓ without one-time fee
Add feature request to the backlog	-	-	possible	priority
Individual logistics concepts Including bundling and delivery to end customer or destination	-	-	✓	✓
Business continuity guarantee Access to the source code for further use and development of the products in case of non-continuation	-	-	-	✓
OS license for third party hardware Additional license and development costs	-	-	-	✓
Option for country approvals and further certifications Additional certification costs	-	-	-	✓
Provisioning per device Includes individual configuration plus SMART EMS and Microsoft Azure DPS onboarding if needed	30 € + one-time fee of 1500€	20 € + one-time fee of 500€	15 €	12 € without one-time fee
Price per month 12 months minimum contract term	-	450 €*	1.700 €*	3.300 €*

*Prices excl. VAT Amount

Software-Maintenance -Support.V2. EN ed. 03/2024 Welotec GmbH

Welotec GmbH
www.welotec.com

Zum Hagenbach 7
D-48366 Laer

info@welotec.com
+49 2554 9130 00