

Niagara Framework

Software Maintenance Agreement

Cover your Niagara Deployments with an SMA

As a Niagara customer, you already understand how operational data can be tapped to make better decisions. A connected building or process comes with responsibility to secure any data collected or stored. New threats to cybersecurity emerge everyday, as do new ways to reap value from your data.

That's why CM3 offers the Niagara Software Maintenance Agreement (SMA) and Enterprise SMA (ESMA) with an optional enhancement -- Niagara Asset Manager -- for IoT-connected instances.

SMA Benefits

The Niagara SMA is designed to assure access to the latest Niagara technology and cybersecurity:

- » Access Niagara Analytics upgrades
- » Access new and updated drivers
- » Access cybersecurity updates
- » Simplify asset management
- » Keep pace with new approaches to saving energy and reporting the results of energy conservation measures

Backup-as-a-Service

Tridium includes Backup-as-a-Service with every Niagara Software Maintenance Agreement. When this option is activated, your data is securely backed up and encrypted to the Tridium private cloud, so that you'll have assurance that the most current copy is retrievable in a disaster recovery scenario.

Update your Systems with Confidence

While having a current SMA provides access to the latest Niagara technology, it does not automatically ensure that the updates happen.

A knowledgeable building automation systems technician needs to be onsite to conduct the updates.

That's where CM3 can help. Whether or not you have an equipment maintenance contract with us, our technical team can be scheduled to conduct an onsite SMA update, as long as you have a current SMA.

- » **CM3 Equipment Maintenance Customers:**
Site visits are conducted at the preferred time and materials rates.
- » **Non-Maintenance Customers:**
Site visits are available at the standard time and materials rates.

Keep Pace with the Market

For over a quarter century, Tridium has been evolving the Niagara Framework®, making it the de facto industry standard platform for open-protocol building automation. The company moves at a pace more in tune with the computing industry than the conventional world of building construction.

Having an SMA in place helps to make it as frictionless as possible for your facility to keep pace with the market.

SMA Options

Enterprise SMA

For facilities with a large portfolio of Niagara product, CM3 offers the Enterprise Software Maintenance Agreement (ESMA) process which addresses the issue of managing multiple end terms on SMA. The ESMA process generates a single bill of materials (BOM) for Niagara licenses with a single SMA license renewal. Enterprises with an inventory of Niagara products that includes a percentage of expired and soon-expiring software maintenance agreements can benefit from attractive discounts and generous 'grace' periods to get those licenses aligned.

Asset Manager

For facilities with multiple Niagara product that are IoT-connected, CM3 also offers the Niagara Asset Manager. With Asset Manager, building administrators working for enterprises covered by Niagara Software Maintenance Agreements have an easy way to manage their Niagara-based building infrastructure.

With a single view of all Niagara instances, regardless of the brand or company that did the installation, administrators can view Niagara assets and check Niagara SMA compliance at a glance. They can also organize assets based on criteria of their choice, such as by location or system type.

How it works

New Systems

Your equipment purchase comes with a minimum standard 1-year SMA. Note that the initial SMA coverage period for new installations is 18 months. You also have the option to purchase a 3- or 5-year SMA, rather than the standard 1-year SMA.

Existing Systems

- » If your existing system is not currently covered by a SMA, you can purchase a SMA in 1, 3, and 5-year increments.
- » Prior to purchasing the SMA, it is essential to determine whether the equipment you currently have is capable of an upgrade.
- » The CM3 Technical Team is available to conduct an onsite assessment, at time and materials rates, to determine your Niagara network's profile. Then, we custom design a migration path to update the system.



The CM3 Advantage

Experience

CM3 Building Solutions has been providing building controls systems for more than 40 years.

From single facilities to building complexes to multi-location networks, the CM3 Team brings a complete understanding of the complexities and challenges of your facility management responsibilities.

Support

Our team of Technical Specialists are dedicated to keeping your systems functioning at the highest level possible. And, with our optional Maintenance Service agreements, you receive preferred time and materials rates, as well as a 24/7 customer hotline.

Partnership

We help streamline your operations, leveraging the Niagara ESMA and coordinating SMAs for all vendor products, even those we did not install.