

niagara

Software Maintenance Agreement

The Niagara Software Maintenance Agreement (SMA) is designed to assure access to the latest Niagara technology for cybersecurity, graphics visualization, provisioning, tagging, analytics, certifications, compliance and more. Use the cloud-hosted Niagara Asset Manager to easily check SMA compliance.

While the Niagara SMA is still an option, property managers that don't keep up with the latest software versions and tools offered by Tridium are at a decided disadvantage. The Niagara development team is staying on top of technological innovation in building systems, drawing from the latest IT advancements in open-source, mobile and cloud computing as well as cyber-security best practices. All of this is in the interest of making building operations engineers and facilities staff more productive, and the properties they manage better run and capable of garnering higher rents. Consulting engineers, systems integrators and controls service partners can also forge a more high-value, long-term relationship with their customers by leveraging the power of the SMA to keep all their work state-of-the-art and compliant with cybersecurity best practice.

INTRODUCING NIAGARA ASSET MANAGER

Now building network administrators working for enterprises covered by Niagara Software Maintenance Agreements have an easy way to manage their Niagara-based building infrastructure. **Niagara Asset Manager** is a cloud-hosted central console that gives users the ability to call up a single view of all Niagara instances, regardless of the brand or company that did the installation. You can view all your Niagara assets and check Niagara SMA compliance at a glance. Building network administrators have the ability to organize assets based on criteria of their choice, selecting among views organized by location (country, state/province, city, zip code), system type (utility type, building profile), and other custom fields.

WHAT YOU GET WITH AN SMA

Access to Newest Technology, eg:

- Tagging improvements in support of Project Haystack, Brick Schema and other ontologies
- Visualization improvements as the HTML5 standard evolves

Easier Asset Management:

- PKI certificate management as cyber standards evolve
- Most up-to-date templating features for easy software provisioning

Backup-as-a-Service

- Access to device backups via Niagara Cloud

Access to Niagara Analytics Upgrades

- Predictive maintenance capabilities
- Improved energy monitoring and management analytics

Future Proofing

- Ability to harmonize information inside your assets as new data sources emerge

New Drivers

- Access to emerging or adjacent drivers and standards such as MQTT and OPC UA

Driver Updates

- Revision updates to open and proprietary protocols including BACnet, SNMP, among others.

Certification Updates

- BACnet certification, FIPS-140 2, RMF accreditations

Cyber Security Updates

- Up-to-date defense against cyber-threats
- Enhancements to standards like TLS
- Enablement of new encryption keys and progression of encryption standards

ENTERPRISE SMA INITIATIVE

Niagara software has long been available through a wide variety of original equipment manufacturers. Our open distribution model and open-protocol support have made Niagara Framework the standard interoperability platform for commercial building equipment and devices. While this brings many advantages to our building owner/operator end-customers, it also presents a challenge to anyone responsible for managing licensing for a large number of Niagara-based assets. It has been a challenge to generate a single bill of materials (BOM) with a single SMA renewal date that is easy to quote, process and understand.

Tridium is launching a new program for enterprise customers to address this challenge. Anyone managing 5 or more JACE or Niagara Supervisor licenses can sign up, and anyone with over 25 licenses receives a 20% SMA discount as part of the Enterprise SMA (ESMA) Initiative. An enterprise end-customer license administrator or the enterprise's Declared Niagara Partner can request a proposal to update all SMAs for Niagara instances in their enterprise. Our ESMA team is standing by to help in the creation of a unified BOM. As part of this limited-time program, Tridium is offering generous grace periods for expired licenses and attractive volume discounts. The ESMA Initiative is designed to create the flexibility necessary for enterprises that want to get all their Niagara assets covered by an SMA, overcoming perceived complexity and cost hurdles. Enterprise customers that take advantage of the ESMA program are assured of an easier SMA management experience going forward. Once an SMA is in place, you can begin the process of updating the variously branded versions of Niagara application software.

The ESMA initiative is also a great opportunity for systems integrators designated by enterprises to be their ESMA Declared Partner to increase the value they deliver by making the most of all the new feature/function available with the Niagara SMA.

Begin the process of requesting an ESMA proposal at [Niagara-Central.com](#). You can also learn more about [Niagara Asset Manager](#) there.

WHAT YOU GET WITH ASSET MANAGER

Get away from the error-prone practice of maintaining vital license information on random spreadsheets. Manage all your Niagara Software Maintenance Agreements from one location via Niagara Asset Manager - an online tool conveniently hosted at [niagara-community.com](#)

KEY ADVANTAGES

- Automatic notifications of maintenance expirations and renewals
- Centralized, brand-agnostic view of all Niagara license information
- Easy access to specific device details through filters
- Single login using your Niagara Community credentials

VITAL LICENSE DATA/ FLEXIBLE VIEWS

Niagara Asset Manager puts all your Niagara SMA license data at your fingertips:

Device data

- Brand
- Model
- Software maintenance expiration
- Licensed software version
- Software options

Customizable data

- Project data
- Tags
- Address
- Installed software version
- Notes