



SUPPORT & CYBER SECURITY POLICY

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1: INTRODUCTION

Concept Pro is committed to providing an exceptional level of support for our products. Our support policy endeavours to provide long term stability for the full suite of Concept Pro products. This includes feature enhancements, security and maintenance updates.

Cyber Security is an ever-increasing threat and with this business are becoming increasingly aware of ensuring their policies stretch to all networked devices. With many aspects of CCTV connectivity requiring network security, we ensure cyber security is at the heart of our product development and support policy.

Our support policy not only includes firmware updates to maintain up to date cyber security measures but also responds to security vulnerabilities that become known to Concept Pro to actively prevent security incidents. Along with our support policy Concept Pro has a robust cyber security which details the features available and how to best utilise to deliver a secure installation.

2: SUPPORT POLICY

2.1 Continual Product Improvement Updates

For the first 2 years after product launch Concept Pro updates the product in an active way to maintain the security of products as well as provide functional and maintenance updates.

Concept Pro also conducts scheduled penetration testing and internal security checking activities as well as keep abreast of known and reported vulnerabilities and utilises this information to deliver firmware updates within the first 2 years of product introduction.

2.2 Product Security

Concept Pro strive to continually keep pace with cyber security and ensure firmware development aligns to this philosophy. Our continual product improvement updates seek to keep our cyber security measures up to date through updating key communication protocols and utilising the latest security measures. Our policy of having units secure by default and utilising a principle of least privilege give Concept Pro customers peace of mind when it comes to network security.

A full set of cyber security features and how best to utilise these can be found in the Concept Pro enhanced security guide.

2.3 Vulnerability Response

Security vulnerabilities that are reported from outside the organisation are responded to quickly with firmware developed to address the causes of the vulnerability.

2.4 Product Improvements

Concept Pro continues to develop products after launch as part of the continual improvement updates procedure. The aim is to bring the improvements to the usability of the product with addressing known bugs whilst also enhancing the product through providing improvements to current features as well as bringing the latest technology.

2.5 Maintenance Updates

Updates to maintain interoperability within the Concept Pro brand of products and supporting software will be provided during this period. These updates ensure continuity of use for software designed to be used with the products purchased. This includes software such as the Concept Pro Viewer mobile application and iPIMS Central management software.

3: PRODUCT SUPPORT UPDATES

For the duration of the warranty period Concept Pro maintains firmware and software updates covering vulnerability response and maintenance updates to ensure the products purchased can be protected from latest reported vulnerabilities

Concept Pro review reported vulnerabilities immediately, analysing the threat and formulating the appropriate response ensuring firmware is developed where required to close vulnerabilities with updates available to protect against threats. The firmware developed is distributed as quickly as possible.

Maintenance of supporting software is also provided during this period to maintain continuity of use for software designed to be used with the hardware purchased.

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