





Identify

Proactive health monitoring to detect system issues



Respond

Our skilled engineers close the loop from detection to resolution



Resolve

Rapid remote responses increase first-time fixes and decrease repair times

Connected Security Monitoring Dashboard

Connected Security Services:

Connected, proactive, managed





If a performance alarm is detected, a remote agent receives an alarm



Secure connection to system established for troubleshooting



Root cause diagnosed



Resolved through secure remote connection



However, if a remote resolution is not possible, we proactively create a service ticket



Technician dispatched, and on-site fix promptly completed

Secure remote connection



Video, camera or access system performance issue



Device securely accessed by remote agent



Decision made to resolve remotely or through a service call when possible, and customer informed of decision



Customer is informed that service is complete

Customer benefits

Reduced risk and administrative burden through proactive health monitoring Improved uptime, reliability and compliance through connected, expert troubleshooting

Accelerated repair times through remote resolution and prequalified site visits