



delcosecurity



INTEGRATED SECURITY SYSTEMS

SERVICES SYSTEM ENGINEERING EDUCATION SUPPORT PROGRAMS SYSTEM INSTALLATION

SUPPORT PROGRAMS

DelcoSecurity is a leading provider of integrated system products and services in the global marketplace. The Pinnacle Service Program is a critical component of our turnkey security system installations.

DelcoSecurity has built a strong team of professionals with a dedication to excellence. We have worked throughout the world to implement many high profile system solutions.



OUR CUSTOMER SUPPORT TEAMS PROVIDE:

- Preventative Maintenance Services
- On-Site Remedial Repair Services.
- Customer Technical Assistance Centre
- DelcoSecurity Pinnacle Full Service Program



Passionately focused on your success

Preventative Maintenance Services

By performing the required preventative maintenance, DelcoSecurity is confident, based on past experience, that system and component failures will be reduced to an absolute minimum. Our Preventative Maintenance Service program includes an operational review of all system components & software applications, as well as regular system audits. A review of the operation & status of each device in the system provides the assurance to system operators that they can depend on their system for incident reporting and event response. Depending on the nature of the facility, DelcoSecurity can perform monthly, quarterly or annual Preventative Maintenance Inspections.

On-Site Remedial Repair Services

As a critical building control system, our customers must minimize downtime. To that end, DelcoSecurity is available for 24/7 on-site support. We don't wait until the next day. Depending on the Service Level Agreement, DelcoSecurity can be on-site within 4 hours of a call (but, ask our customers and you'll find we're there much more quickly than that). Our knowledgeable and dedicated technicians will work through the problem and make the necessary repairs as soon as possible.

Customer Technical Assistance Centre

Provides our customers with that extra support needed for mission-critical applications such as large-scale security systems. This 24/7 Support

Organization provides on-call, telephone & email support to all DelcoSecurity field technicians, dealers, installers & value-added resellers. As a second-line of defence, the organization ensures that any major system issue can be dealt with immediately, while the technician is on-site. Our technicians are Microsoft® Certified and fully trained on all DelcoSecurity products.

DelcoSecurity Pinnacle Full Service Program

DelcoSecurity delivers true value to our customers by bringing together our three support programs. With regular preventative maintenance, responsive on-site service as a 24/7 backup organization, our customers can be assured of total care. This program has been developed in response to our customers' requirements for predictable and cost-effective on-going system operation.

Here are the key elements of the DelcoSecurity Pinnacle Full Service Program:

- 24/7 On-Call Support
- Immediate Telephone Response and Priority Response Status
- 2-4 Hour On-Site Response
- 1-800 Software Support and Full Parts & Labour Coverage
- Preventative Maintenance
- Annual Service Reviews
- Web-based Feedback Tools
- On-Site Training Support



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