VIDEO SECURITY AND ACCESS CONTROL PROFESSIONAL SERVICES

MAXIMIZE EFFICIENCY WITH OUR EXPERT SPECIALISTS AND ENGINEERS

The Video Security and Access Control Professional Services offering is a fee-based service program designed to augment partners' in-house expertise and offer access to a complete team of trained and certified professionals to assist with system configuration, network design and setup, auditing and on-site issue troubleshooting. Partners can leverage the services team when needed in complex environments to empower their technicians to jointly deliver faster and superior services — expanding their delivery bandwidth while saving valuable time and resources to support complex, integrated systems.

ON-SITE & REMOTE SUPPORT
The Professional Services team are available for travel* to your site or support remotely, as needed.

MSI BRANDS SUPPORTED
Professional Services are available to support any MSI fixed video and access control solutions.

SYSTEM TROUBLESHOOTING
On-site support to diagnose and troubleshoot difficult/unusual cases.

MSI ACCESS CONTROL SUPPORT
Dedicated expert level support is available for ACM, to include advanced troubleshooting, third-party integrations, collaborations and more.

SYSTEM CONFIGURATION
Expert level system configuration assistance includes but is not limited to: upgrades, hardware migrations, POS integration, load balancing, and more.

NETWORK DESIGN/CONFIGURATION
Network design, configuration and troubleshooting to ensure an optimal environment for the particular needs of today's more densely populated systems.

SYSTEM AUDITING
Gain on-site system health, performance check for existing systems, or site readiness assessment for future installations.

*Travel costs incurred.

To learn more, visit avigilon.com/professional-services

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