

System Service Assurance

Monitor the operation of your security systems and its devices, with our intelligent System Service Assurance services. Receive warnings in case of failure from a server, door unit, camera or other device, enabling proactive actions in case of problems.

Maintain your security system with confidence with System Service Assurance

Our System Service Assurance service provides you with complete confidence, with proactive alerting and actions in case of system failures or device errors.

We'll take action from our Monitoring Centers and Hosting Teams, providing you with peace of mind that your solutions are running smoothly.

The service provides 24/7-365 monitoring of the status and state of the server and/or equipment, with options for monitoring of both local on-site equipment and Cloud-hosted services.

Key benefits that your business can utilize

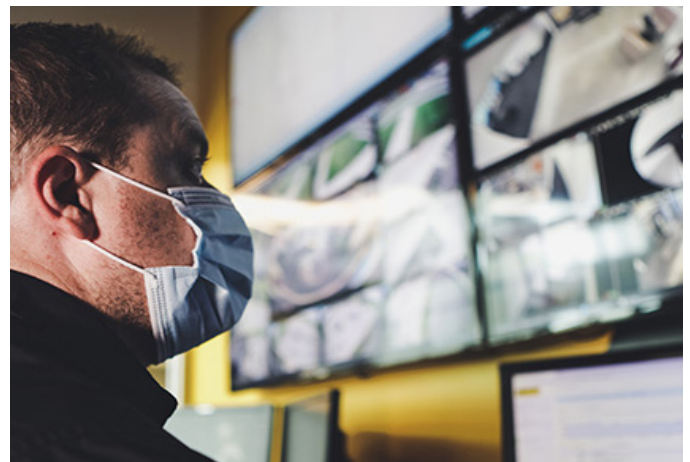
▶ **Response Times for every need**

We offer a unique 24/7 detection and action readiness to suit your specific need and risk.

Different tiers of service levels and content, subject to your selected agreement.

▶ **Alerting and Actions**

In case of a pre-indication, error or failure, alerting is key to ensure proper actions and measures. Actions will be performed to suit your specific needs.



▶ **Maintain Business Continuity**

Reduce the potential downtime and minimize the business impact.

▶ **Proactive Maintenance from our Monitoring Centers**

Subject to your chosen level of agreement, you'll be able to benefit from our Remote Management services delivering peace of mind.

We'll perform ongoing maintenance of your software and systems remotely, implementing software updates, security patches and backup of key systems, keeping your systems safe and secure..

LET US PROVIDE THE SYSTEM MONITORING AND MANAGEMENT OF YOUR HOSTED SOLUTION

Our dedicated Hosting- and Remote Management Teams delivers 24/7-365 monitoring of your Hosted Server, its devices and general health. We offer patches, Security Updates and Backup of your systems, while also delivering alerting and actions, in case of any errors on the server or devices.

The right level of assurance for your need:

SERVER BASIC

- ▶ Minimum service, that monitors the connection between the server and the Monitoring Station.

Service notifications per contract.

SERVER ADVANCED

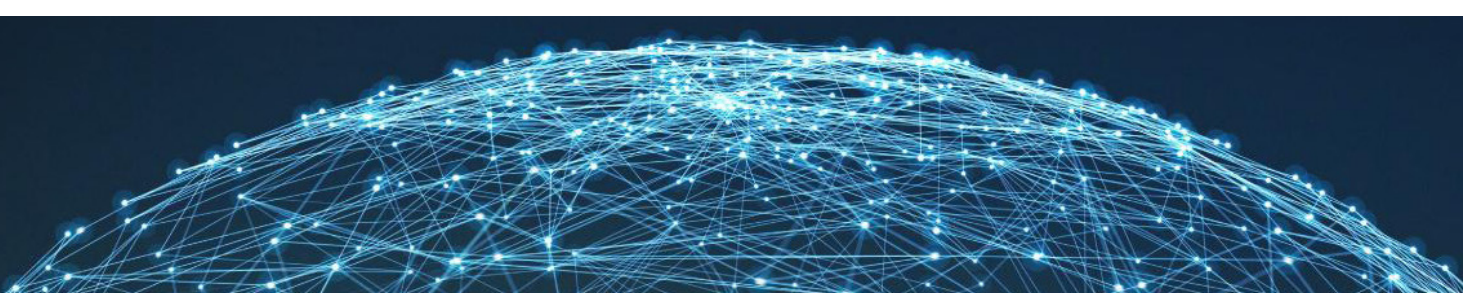
- ▶ Advanced monitoring, that also monitors the server hardware and services; such as harddrives, CPU usage, time-sync and more.

▶ Best in class server assurance for most needs.

APPLICATIONS & DEVICES

- ▶ Enables monitoring of not only applications but also IP-based edge-devices such as cameras.

▶ A complete suite of assurance services, for total peace of mind.



Advanced monitoring services ensures total peace of mind of your Hosted Solution

At STANLEY Security we strive to deliver best-in-class monitoring and Remote Management for our customers.

We do this by combining 24/7 monitoring with dedicated Hosting- & Remote Teams using advanced monitoring tools, to enable a truly unique type of service for all our Hosted Services offerings. With different tiers of service content and levels, it's easy to choose the System Service Assurance package that fits your specific needs.

Server Basic includes:

- ▶ Connection monitoring between server and our Monitoring Station.

Service Notifications per contract.



Server Advanced includes:

- ▶ Includes Server Basic level, plus:
- ▶ Monitoring of deviations:
 - High Memory, HDD & CPU usage
 - Availability of security systems auto-start services
 - Reboot of Operating System
 - Time Synchronization

Server Hosted Includes:

- ▶ Connection monitoring between server and our Monitoring Station.
- ▶ Monitoring of deviations:
 - High CPU usage
 - Availability of security systems auto-start services
 - Service Notifications per contract

Server Application includes:

- ▶ Monitoring of internal alarms generated by the application running on the server customized according to application type, brand and software versions.

▶ Service Notifications per contract.

Device Basic includes:

- ▶ Monitoring of the connection between end-devices, such as IP-cameras, and our Monitoring Station.
- ▶ Service Notifications per contract.

Device Advanced Includes:

- ▶ Includes Device Basic level plus:
- ▶ Monitoring of deviations and disruptions of the device customized according to device type, brand and firmware versions.
- ▶ Service Notifications per contract.

Ready to learn how STANLEY Security can help your facility become more flexible, safer and effective?

- ▶ Get a free quote from our Security Experts
- ▶ Contact us to learn more of the options for your solution
- ▶ To learn more of our Hosted Services, visit our website

Contact us to learn more

www.stanleysecurity.dk
dk.helpdesk@sbdinc.com
Phone: +45 7023 4949