

**Technical Security Integration, Inc.
Premium Service
Maintenance Agreement**



www.tsihd.com

Service Maintenance Agreement

... protect your investment while saving money



How you can benefit from a Service Maintenance Agreement

At Technical Security Integration, Inc., SMAs are not an “insurance policy.” Our SMAs provide tangible, value-added services such as scheduled preventative maintenance, user training, priority response, remote and on-site support, as well as additional discounts. A TSI SMA also enables you to budget for your service and maintenance costs in advance and to eliminate costly surprises. In addition, it allows you to plan ahead for future

expansions and upgrades of your system, while minimizing hassle and unexpected costs.

Why buy an SMA?

- Provides you with peace of mind by optimizing your system's operational efficiency, allowing your in-house assets to focus on productivity and profitability.
- Provides a team of highly trained and factory-certified personnel for a fraction of the cost.
- Eliminates unplanned maintenance expenses.
- Provides a lower TCO (total cost of ownership) while maximizing ROI.
- Helps to grow your business while protecting your investment.
- Less waiting means less impact on day-to-day operations.

Reduce Hassle

Before TSI SMA:

Before ordering service you must get an estimate, prepare a P.O. request, get approval from the person in charge, send it to purchasing, follow up to make sure your P.O. is cut, and then schedule the repair with your vendor.

After TSI SMA:

Just call or e-mail us and schedule your service. It's that easy!

Service Maintenance Agreements with TSI are the best investment an organization can make when trying to protect against data loss and unscheduled outages.

Why choose TSI?

We pride ourselves on going above and beyond for our customers. This fanatical approach to customer service is one of the unique reasons our business has grown exponentially. In addition, TSI offers tailored Service Maintenance Agreements (SMAs) to provide you with the necessary know-how to get your system on-line and in proper operating condition as quickly as possible. Our SMAs are designed to provide real value for real service which saves you money. TSI provides you with an entire team of highly qualified individuals for regularly scheduled maintenance and 24/7 on-call service, for in most cases, less than you could hire one qualified individual. Our SMAs also allow you to budget for the inevitable because it is never a question of "if" a system will fail, but "when." When it does, TSI will be there to take care of you.



Our Service Commitment to You

TSI's service commitments have been developed from over 20 years of experience and customer input. Our mission statement has always governed the way we conduct our business: "One Systems Integrator Who is Making a Difference." Our attitude of "whatever it takes to make the client happy" has earned us the reputation of Number One in Customer Service in our industry.



"When they say "A customer is a customer for life" it's the truth. In a highly competitive marketplace, TSI has always maintained their integrity. What they say is what they do!"

Erick Blume
Surveillance Director

How our service program works

No-Cost Initial Consultation

A qualified TSI Security Consultant will visit your location to meet with the appropriate staff members in order to evaluate the status of your current system and service needs. Once an assessment has been made, our Security Consultant will discuss with your team our recommendations and the options that will best meet the needs of your operations. Based upon this finding, our Security Consultant will provide a proposal to bring your current system into compliance, provide on-going maintenance at specified intervals, and propose a budget for future replacements and/or upgrades that may be required.

On-Site Service

Once a viable Service Maintenance Agreement has been formulated, one of our qualified technicians will visit your location to inventory and diagram your system and its components. In addition, he will perform the initial maintenance tasks required to bring your system up to par, based upon the pre-evaluation and your service level agreement. These tasks may include:

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| 🔧 Cleaning/Housekeeping | 🔧 Checking System Configurations |
| 🔧 Re-termination of faulty connections | 🔧 Programming/Reconfiguration |
| 🔧 System Tests | 🔧 Repair/Replacement of Faulty Equipment |
| 🔧 Checking System Error Logs | |

Regularly Scheduled Preventive Maintenance

Based on the intervals you specify, a TSI technician will make regular visits to your location(s) to perform the scheduled maintenance as well as any needed repairs.

Preventative Maintenance may be scheduled:

- Daily
- Weekly
- Bi-Weekly
- Monthly
- Quarterly
- Semi-Annually
- Annually
- On Call



TSI: Integrity and Quality guaranteed, for the best Customer Service experience ever.

What does your property get with a TSI Service Maintenance Agreement?

- **Technical Support**

Your property will receive prompt attention on-site from highly skilled technicians who have extensive experience with your system, as well as technical information upon request by phone, fax or email, including the latest troubleshooting solutions and upgrade information.

- **Telephone Support**

Our telephone support specialists have real world experience installing and servicing your equipment.



Under your SMA, if you have a question, our technical staff is prepared to assist you at no additional charge.

In most cases, they are

able to walk on-site personnel through emergency situations to get your system running again. If not, one of our qualified technicians will be dispatched to your facility.

- **On-line Support**

Get answers online via our FTP site or by email. By using your customer log-in information, you will gain access to our library of technical datasheets, manuals, white papers and tutorials. Any questions you have may be sent via email to our technical support staff.

- **Remote Access**

When you need someone on site “yesterday,” we can access your system remotely and perform diagnostics from anywhere*. TSI provides remote access service for systems that qualify. Have one of our highly qualified technical support staff reach into your system via a secured and encrypted internet connection to troubleshoot your system remotely.

*Subject to rules and regulations by local jurisdictions, as well as network connectivity and system access.

- **Less paperwork**

When you need service, having a TSI SMA budgeted and in place reduces the paperwork related with POs, check request documentation, and billing.

- **Written Report**

Our SMA customers will receive a written report after each scheduled visit, detailing work performed and work recommended, with the goal of continued dependability and efficiency.

- **Easy access to services-** We will give you quick and easy access to the right products and services.



- **Continual improvement via customer feedback** - We value your opinion and want to hear what you think about the quality of our service. We want to know about the things you like about us and if you have any suggestions about how and where we could do better.
- **Quality information**- We are committed to providing you with consistent and accurate information using our decades of experience to help you make the right decisions for today's needs as well as tomorrow's goals.

About Our Technical Staff

Our mission at TSI is to provide our clients throughout the world with best-in-class products and service. Our team of experts takes pride in demonstrating their passion for their work and their desire to make a difference. We are fanatical about providing you with the best customer service experience possible.

Our philosophy is simple: the more thoroughly trained and proficient we are at what we do, the better we are able to serve you.

- 💡 100% of our service and installations are performed by certified, factory-trained TSI technicians, with technical degrees in their field or equivalent military training. ***Not uncertified sub-contractors.***
- 💡 100% of our technicians are measured on specific technical proficiencies for all of the services we provide which include:

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|--|--------------------------------|
| • Video Surveillance Systems | • Access Control Systems |
| • IP Based Systems | • Commercial Sound & Paging |
| • Intrusion Detection Systems | • Wireless Transmission System |
| • Fire/Life Safety/Mass Notification Systems | • Fiber Optics |
| • Early Warning Systems | • System Infrastructure |

The TSI Difference ...

Innovative Technology + Fanatical Customer Service = Best In Class

**We pride ourselves on going above and beyond for our customers.
We are your partner, ensuring that your expectations are not just met, but exceeded.**

To start your custom TSI SMA

Contact us:

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