



*SERVICES AND SUPPORT*



## Customized Service Solutions

From security camera and battery monitoring to nurse call system and transportation technology health checks, SIGNET tailored service approaches deliver peace of mind.

Offering both on-site and remote support to our clients, we provide the best possible options to resolve an issue with your vital technology systems. If the situation warrants, we have "feet on the street," but our preference is always to use remote technology so that we can monitor, assess and address your issue with urgency.

**SIGNET Remote Smart:** your resource for optimized technology, ensured uptime and proactive identification of hardware and software concerns.



Fully staffed with subject matter experts who understand your technologies, SIGNET Remote Smart is our remote monitoring and managed services center located in Norwell, Massachusetts. Establishing best-in-class services and processes, Remote Smart continuously invests in industry-leading network management tools and automation to ensure quick and accurate resolution for detected anomalies.

Remote monitoring and managed services enable us to see important details of your operations in real time, which helps prevent, rather than react to, issues long before they happen. Instead of minor issues building up to a business-disrupting problem, our proactive support ensures you won't lose time and money to technology nightmares.

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Offering:

### Remote Appliance Monitoring Services

Providing a health check, our experts assess all vital hardware operations of your appliances and address any loss of network connections to either devices or physical server hardware.

- Monitor notifications on system issues and provide remote technical support
- Alert customers of any critical issues via email and provide corrective measures.

### Managed Services

We manage a set of users, providing user programming, permissions, camera labels, notification management and recording retention. Additional specifics include:

- Apply maintenance software patches, firmware update, and general maintenance of system.
- Scan system hardware and software applications for performance improvements and resolve any potential issues.

### Pro Services

- Assist with initial setup and programming systems, custom configurations and notifications.
- Assist with programming and setup of integrations and communication devices.

### On-site Expertise

When the situation does require on-site troubleshooting, know that our highly trained staff can service all types of fire alarm, sprinkler, security, nurse call, communication, master clock, and audio visual systems, regardless of the size, complexity, or system manufacturer.

We understand the importance of having a trusted partner. Every SIGNET employee holds a current security clearance certificate from the Department of Public Safety and many are HIPPA and Reprax/Vendormate certified. Our technicians arrive at your site in a clearly identified vehicle, uniformed, badged, OSHA certified, and CORI cleared.

Partner with us so you can stay focused on your most critical priorities.