



## Customized Service Solutions

From RTLS battery health monitoring and remote nurse call system troubleshooting to security camera 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 healthcare communications and security 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 the moment it surfaces.

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

Fully staffed with subject matter experts who understand your technologies, SIGNET Remote Smart is our remote monitoring 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 enables 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.

Offering:

### Remote Response Services

Our Remote Response Services bundle is the perfect option for those seeking a reactive problem resolution approach. Remote Smart will provide remote support for your technology system components using a secure VPN tunnel, or a secure direct connection, which allows our engineers to gain access to your network and provide a high-level of diagnostic support. Having remote connectivity allows our support center to have the proper access to your network in the case of a network incident or outage. In most cases, incidents can be identified and resolved through remote diagnostics, reducing your overall downtime.

- Specific Device Support
- Incident Management

Remote troubleshooting for infrastructure that supports security and healthcare communications systems, including:

- Servers
- Network devices
- RTLS tags
- Point-to-Point microwave links
- Battery health (e.g., for RTLS and UPS)



### Proactive Monitoring Services

If you're looking for a more holistic approach, our Proactive Monitoring Services bundle offers complete insight into your systems. This proactive approach provides you peace of mind knowing that Remote Smart is notified of potential incidents before problems arise. We work to continuously improve the health of your systems over time.

- Monitoring
- Reporting
- Specific Device Support
- Incident Management

Remote monitoring for infrastructure that supports security and healthcare communications systems, including:

- Network devices
- Servers
- RTLS tags
- Point-to-Point microwave links
- Battery health (e.g., for RTLS and UPS)

### 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, and master clock 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.

Working with Remote Smart as your partner, you can choose the bundle option that works best for your organization:

	Remote Response Services Bundle	Proactive Monitoring Services Bundle
<b>MONITORING</b>		
Hardware VSM (Hardware Vital Sign Monitoring)		●
Network health communications		●
Device health		●
Point-to-Point links	●	●
RTLS batteries and tags	●	●
<b>REPORTING</b>		
Incident notifications		●
Quarterly health reports		●
<b>SPECIFIC DEVICE SUPPORT</b>		
Endpoint device compatibility and vulnerability assessment		●
Programming essentials	●	●
Basic integrations	●	●
Remote technical support	●	●
<b>INCIDENT MANAGEMENT</b>		
Service Desk	●	●
Emergency on-site technician		●

### Who is SIGNET?

Founded in 1974, SIGNET Electronic Systems Inc. (SIGNET) has grown from a one-person installation services contractor to a 160-person complete technology solutions provider. From design, engineering and installation of a fully independent critical technology system to remote monitoring services, SIGNET delivers comprehensive technology expertise in the areas of life safety, communications, security, healthcare communications, wireless connectivity, mission critical technologies program management and service. SIGNET Remote Smart is a next generation network operations center (NOC) located at SIGNET's Norwell, Massachusetts, headquarters. SIGNET is one of a select few ISO 9001-certified technology solution providers with a dedicated network operations center committed to mission critical solutions.

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