INTEGRATED SECURITY

SIGNET

Remote Monitoring & System Service

Fully staffed with subject matter experts who understand your technologies, SIGNET Remote Smart is our remote monitoring center located in Norwell, Massachusetts. SIGNET's Remote Smart monitoring team provides both remote monitoring and remote troubleshooting to vital security system technology – often proactively addressing technology issues prior to their development into a system failure.

Proactive monitoring and analysis that anticipates and pre-empts technology incidents is key to ensuring your critical security systems are continually operational. By identifying trends within both network and technology system data that are the likely cause of degradations, the SIGNET Remote Smart team prevents system incidents and downtime.

Our remote monitoring services significantly reduce the need for outside technicians to enter your facility for routine system service, and often eliminates the business interruptions associated with a technician arriving on site.

Monday through Friday, from 8AM-5PM, our Remote Smart experts:

• Monitor, troubleshoot and/or repair security technology including video management, access control, intrusion and shooter detection systems.

 – Specific camera and IP-based device monitoring details for access point, controllers, intrusion panel and simple IP devices include checking device operation and connection to appliance

 – For VMS Genetec recording applications and access control applications, the team monitors operability and provides remote technical support

• Monitor, troubleshoot and/or repair network infrastructure as it relates to the SIGNET-integrated security solution

• Monitor firewall, switches, wireless and point-to-point links

• Monitor, troubleshoot and/or repair user and technical issues with security software, user management, and device configuration changes

• Monitor and troubleshoot on-line status of security system equipment elements for both headend and field devices

• Identify off-line, defective or system hardware

Remote Response Services

• Specific Device Support

 – Programming essentials: assist with initial set-up of and provide ongoing programming support for technology devices (e.g., Genetec Security Center) and system integrations

• Incident Management

 – Service Desk

 – Remote technical support of security devices

Proactive Monitoring Services

- Monitoring
  - Hardware VSM (Hardware Vital Sign Monitoring): monitor device (e.g., security camera) hardware to prevent loss of network connections and prevent interruptions to critical services
  - Network health and communications: monitor network connections and infrastructure, resolving any service-impacting issues
  - Device health: monitor devices to achieve optimal performance of the applications and server, resolving any service-impacting issues
  - Point-to-Point links

- Reporting
  - Incident notifications: alert clients of critical issues and provide corrective measures
  - Quarterly health reports
- Specific Device Support
  - Programming essentials
  - Basic integrations
  - Remote technical support
- Incident Management
  - Service Desk
  - Emergency on-site technician

Utilizing remote technology enables us to assess and address your technology issue ASAP. However, since SIGNET is locally owned and operated - with 75 service trucks - we always have the ability to dispatch a technician to your site if needed. When an issue warrants an on-site presence, our escalation process is seamless as Remote Smart operates in lockstep with our service department.

Other Remote Smart remote monitoring center features:

- Generator back up guarantees 24 by 7 operation

- Fully hardened isolated network

- Full redundancy on applications

- Highly secure, fully surveilled, dedicated facility with restricted access via facial recognition, security badge and PIN requirement access control system

- Staffed by certified technology engineers

SIGNET
REMOTE SMART

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, audio visual, 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.