Thank you for choosing a SIGNET Advantage Service Plan

Combined with your SIGNET Advantage service plan, SIGNET Client Services is devoted to providing you ultimate piece of mind, support when you need it most and a frictionless client experience.

How to Obtain SIGNET Support

Event condition should be reported via telephone or email via the following support paths:

Monday - Friday
8 AM – 5 PM

Phone: **800-444-9614** option **1**
Email: **service@signetgroup.net**

Client Portal and App
Business Hours Only

Client Portal: Client Portal
Mobile App: Apple Store
Google Play

After hours, weekends or holidays:

Phone: **800-444-9614** option **7** to reach our on-call technician.

Your contacts:

Judy Carr
Service Manager

Judy.Carr@signetgroup.net
781.871.5888 (ext. 1306)

Rich Ahern
Director of Service Operations

Rich.Ahern@signetgoup.net
781.871.5888 (ext. 1118)

24/7/365 Response

Your critical after-hours requests are answered by a live operator who delivers the needed level of response to protect your people and property around the clock.

Once an event occurs, a case will be opened in our incident tracking system. If, at any time in the lifecycle of your case, you feel as though escalation isn't proactively occurring or you feel as though the right urgency is not being placed on your case, leverage our support team.

24/7 365
SIGNET SERVICE SUPPORT

About SIGNET

Founded in 1974, SIGNET is a Massachusetts-based, ISO 9001 and ISO 27001-certified solutions provider that helps enterprise clients manage their critical technology environments successfully. For over four decades, clients have partnered with SIGNET to address the full spectrum of their systems and infrastructures – from design and engineering to installation and ongoing management.

Our highly trained staff can service all types of systems, regardless of size, complexity or system manufacturer, including:

- **Security Systems**
- **Healthcare Communication Systems**
  (e.g., RTLS based systems)
- **Point-to-Point microwave and wireless systems**
- **Critical Communications**
- **Audio Visual systems**

Our technicians arrive at your site in a clearly identified vehicle, uniformed, badged, OSHA certified, and CORI cleared.

Priority Response Times

SIGNET's 'Priority Response Times' ensures that SIGNET provides clients and partners with the means to give an issue the necessary attention. When requesting a service ticket, it is important that the appropriate priority is assigned to reflect the current service impact. Based on the assessment of urgency and impact, the chart below:

Priority 1:
Total system outage, resulting in significant interruption to business and no work around is available.

Priority 2:
System performance or business operations are severely degraded. System is still operational but with noticeable impairment. Business operations can continue and impact to security/personnel is with limited risk.

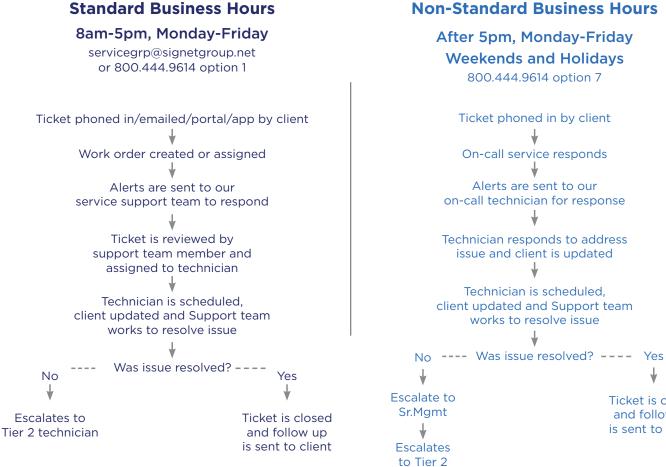*Priority 3:*
Minimal overall impact to business, system operation or very low security risk. Includes critical end point failures.

Priority 4:
General support calls, trouble tickets, non-critical end point failure, or moves add changes requests.

Service Request Process

Standard Business Hours

8am-5pm, Monday-Friday

servicegrp@signetgroup.net
or 800.444.9614 option 1

Ticket phoned in/emailed/portal/app by client

↓

Work order created or assigned

↓

Alerts are sent to our
service support team to respond

↓

Ticket is reviewed by
support team member and
assigned to technician

↓

Technician is scheduled,
client updated and Support team
works to resolve issue

↓

No ---- Was issue resolved? ---- Yes

Escalates to
Tier 2 technician

Ticket is closed
and follow up
is sent to client

Non-Standard Business Hours

After 5pm, Monday-Friday
Weekends and Holidays

800.444.9614 option 7

Ticket phoned in by client

↓

On-call service responds

↓

Alerts are sent to our
on-call technician for response

↓

Technician responds to address
issue and client is updated

↓

Technician is scheduled,
client updated and Support team
works to resolve issue

↓

No ---- Was issue resolved? ---- Yes

Escalate to
Sr.Mgmt

↓

Escalates
to Tier 2
technician

Ticket is closed
and follow up
is sent to client

NEW

Client Portal and App