



# Professional Services



## Value-Added Services to Reach Business Objectives

Throughout all facets of our business, Genetec is committed to delivering the most innovative solutions to facilitate our customers' objectives and duties. Our dedication to innovation is not only visible in our full suite of video surveillance, access control and license plate recognition solutions, but also extends to our full service offering that is designed for efficient deployment, enhanced capabilities and optimal usage of our solutions. Genetec's Professional Services complement Genetec's core product portfolio by offering our customers value-added and custom-tailored solutions for additional support in the management, engineering and personnel training of small to large-scale installations, amongst so much more.

### Services Overview

#### Technical Solutions Training

In a professional classroom environment or from the comfort of your own office, our qualified trainers will guide you through system design, installation, operation and troubleshooting with hands-on exercises and provided course materials. Technical training services are offered for all products and for customers with a varied level of technical experience and can be customized to meet your specific needs and objectives.

##### How Will You Benefit?

- Customize your training courses to suit your needs.
- Keep operators' and administrators' knowledge up-to-date with product upgrade training.
- Learn how to design your own custom applications with SDK training.
- Take advantage of online learning.

#### Deployment Project Management

For medium to large-scale installations or complex system upgrades, Genetec can provide a dedicated deployment project manager to give you one single point of contact for all your needs. Whether you require field engineering services or need to discuss custom development with a software development specialist, your assigned project manager can assist you with all your requests.

##### How Will You Benefit?

- Decrease time to implement new solutions.
- Reduce deployment complexity and associated costs.
- Streamline communication through a single point of contact.
- Experience enhanced level of service and ease of access to available resources.

#### Field Service & Project Engineering

On projects with elaborate system requirements, or on system upgrades with minimal downtime requirements, Genetec can send specialized system engineers to facilitate the process. Having a dedicated and fully-trained engineer on site will help you streamline the installation process and ensure successful and timely deployment. Engineers can also be requested for new system implementation, system health assessments, technical consulting or onsite troubleshooting.

##### How Will You Benefit?

- Receive onsite technical installation and troubleshooting assistance.
- Take advantage of remote system administration services.
- Decrease time for commissioning a new system.
- Improve effectiveness of installed solutions through system health assessments.

#### Custom Solutions Development

If you have specific requests regarding the integration of a Genetec solution into your existing infrastructure, business model and processes, you can leverage custom development solutions. Your Genetec solution can be configured and customized specifically to accommodate your environment so that you can automate tasks and get more from your system. These services also include booking time with a software developer to discuss or assist you with Software Development Kit (SDK) design questions.

##### How Will You Benefit?

- Customize solutions to meet your critical business needs.
- Lower your total cost of ownership through efficiency gains.
- Leverage turnkey integrations for quick deployment.
- Automate processes and optimize your solutions for maximum benefits

## Examples of Genetec Services in Action

### Airport Security System Upgrade

#### Mandate

A highly-trafficked international airport contracted Genetec to oversee the transition and installation of a major system upgrade. Successful and timely deployment was vital to their business and minimal downtime could be afforded.

**Service(s) Offered** – Field Service Engineering and Deployment Project Management

Genetec worked closely with the customer to map out a strategic plan for deployment in phases. A Genetec field service engineer was also onsite to offer support throughout the entire project.

#### End Results

Airport authorities were able to transition their outdated system to the Genetec solution without succumbing to system crashes or vulnerabilities. The deployment happened within the allocated time frame and the positive feedback generated referrals for similar projects at nearby airports.



### Federal Agency Custom Development

#### Mandate

A federal agency asked Genetec to help them find a more efficient way to silence and arm motion-sensitive alarm triggers when the maintenance crew were on certain areas of the grounds.

**Service(s) Offered** – Custom Development

Assigned to develop the custom application, the Genetec developer created virtual maps of the grounds, visually indicating all motion-sensitive triggers. Through the client interface, the operator could pinpoint the trigger on the expansive grounds, and with the click of a button, arm or silence the trigger.

#### End Results

Operators at the federal agency are now able to silence alarm triggers for a pre-determined period of time, or re-arm them with ease. They are not distracted by false alarm triggers from maintenance workers, and thus focus on more critical tasks that require their attention.



## Contact Us Today

If you are interested in any of the Professional services offered by Genetec or simply wish to receive general information or pricing, please contact your Genetec sales representative at [info@genetec.com](mailto:info@genetec.com) or 514-332-4000.

### About Genetec

Genetec is a pioneer in the physical security and public safety industry and a global provider of world-class IP video surveillance, access control and license plate recognition (LPR) solutions to markets such as transportation, education, retail, gaming, government and more. With sales offices and partnerships around the world, Genetec has established itself as the leader in innovative networked solutions by employing a high level of flexibility and forward-thinking principles into the development of its core technology and business solutions. Genetec's corporate culture is an extension of these very same principles, encouraging a dynamic and innovative workforce that is dedicated to the development of cutting-edge solutions and to exceptional customer care. For more information, [www.genetec.com](http://www.genetec.com).