

Client Services

Service

Service is the life blood of our organization. Client Services is a fully staffed business unit of VTI Security designed to provide post sales/installation support to our clients. This team of dedicated technicians, software engineers, call center and back office supports over 5,000 customer sites and responds to over 9,000 requests for proactive and reactive requests made by phone, email or the VTI service portal.

We offer “national programs” that provide a consistency of service, communication and feeling of comfort by providing you one point of contact, VTI. The strength of our national program is based on our Security-Net partners and other certified business associates who deliver a level of service consistent with VTI standards

Experience

Our team of dedicated service and software technicians is available 24/7/365 on a local and national basis.

The depth of the technical knowledge and skills of our employees are second to none in the industry. Our technicians have been trained in the latest technology available from product manufacturers as well as advanced Network Plus training; our project managers are certified and skilled professionals with several having Cisco project management certification; our engineers have various levels of manufacturer training, electrical engineering degrees and advanced Network Plus, Microsoft or Cisco Certified Network Associate (CCNA) training and certification; and our sales leaders have Physical Security Professional (PSP) certifications.

We are certified in most major product lines and IP based solutions. A datasheet on those products is available upon request.

Life Cycle Management

The truth is, even today’s high technology fully integrated “software” systems require ongoing

maintenance and attention in order to operate effectively. The design and installation are only the beginning of the “lifecycle” for any system we install. We believe in working with you to plan ahead and assure that each system, i.e. video, access control, intercom, etc. receives an annual review of its age, functionality and operating performance. You need a “peace of mind” that your security systems will operate when you need them, and you have a partner in place with the dedicated resources to respond proactively to your needs.

Our system integrity planning (SIP) is designed to create a tailored annual review of each system (video, access, intercom, badging, etc). We unbundled the traditional service contract and offer you a menu approach to services that allow you to choose an annual plan that fits your needs.

Services Available

- System Integrity Planning & Evaluation
- Head-end Equipment Evaluations
- Equipment Upgrades
- Site Inspections
- Equipment Protection Plans
- RMA (return to manufacturer)
- Bench Technician (evaluation and repair)
- Per Call Rates
- Full (traditional) Service Contracts
- Preventive Maintenance
- Software Support Agreements and Upgrades
- Training
- Alarm Monitoring
- Remote Card Access Programs
- Video Management

