



PERFECT SERVICE

"Perfect service" is achieved when we understand, and adhere to your exact requirements.

OVERVIEW

To overcome blurred lines of responsibility that can occur with a flat pack maintenance agreement, ivelah insists on new and fresh principals for system support strategies that establishes a purposeful service baseline that is unique to our customer's needs.

Every customer operates with an individual set of business ideals, budget, and very specific requirements which are carefully considered when preparing each ivelah support plan. We also ensure satisfaction by incorporating any unique equipment warranty parameters, deployment criteria, and conditions.

HOW WE ACHIEVE PERFECT SERVICE

Ivelah collaborates with the customer to develop a unique set of relevant services, and engage in service that is transparent and understood. This results in a suite of cost-conscious deliverables that we both embrace.

Contact ivelah, the security expert committed to understanding your business.

(800) 216-0805

BEFORE COMMITTING TO A SERVICE PLAN ASK YOURSELF:

Are any existing system components utilized when deploying your new security system?

If yes, this can result in unclear lines of responsibility regarding what the service plan actually covers.

TIP: Only consider a program if an existing and new equipment schedule is included that classified support status.

Is the deployment part of a system migration plan?

Service plans rarely facilitate both old and new throughout transition.

TIP: Insist on a plan that encapsulates database maintenance and connectivity between systems.

Are multiple systems being installed?

Different "anniversary completion dates" can create confusion and contractual disputes.

TIP: Demand a system that promises support immediately upon practical completion of a single system.

Will different parts of the system be activated before the entire system is completed?

This can result in service call delays, as the project is not passed to the service team for immediate response.

TIP: Be adamant the service plan must clearly define response and coverage for service during partial completions.

Are there system products being deployed that have varying years of warrant coverage?

You may receive a surprise charge for repairs and equipment replacements.

TIP: Only use a provider that synchronizes manufacturer's warranties into a single turnkey timeline.

PERFECT SERVICE ALLOWS US TO PROVIDE A SUITE OF COST-CONSCIOUS DELIVERABLES WE BOTH EMBRACE.

If your current service plans are lacking we can help! We are well-versed in assessing clients' precise needs and delivering, and servicing access control & video surveillance solutions that are smart, dependable, and scalable.

Reducing your risks and developing a security strategy that improves workflow and production puts your business needs at the heart of every design and decision we present.



SCHEDULE A DISCOVERY CALL WITH OUR TEAM



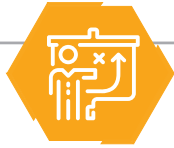
ivelah IS COMMITTED TO DOING WHAT'S RIGHT FOR **YOU**



the right **choice**

Make better-informed security decisions on what equipment to use in your security designs & technologies.

- Access Control
- Video Surveillance
- Perimeter Security
- Critical Integrations



the right **process**

Ensure your deployment & ongoing system management is running efficiently & in a cost-effective manner.

- Technology Choice
- Deployment Practices
- Reduce Cost of Ownership
- Scalable Solutions



the right **connects**

Maximize the benefits your security system offers while connecting seamlessly to other business critical systems.

- Human Resources
- Finance
- Compliance
- Information Technology



the right **support**

Finally a support solution customized around you, your business needs, & budget.

- Comprehensive Service Plans
- Synchronized Warranties
- System Longevity Planning
- Managed Services

Next Level Security Starts Here! Inquire at
about.ivelah.com/needs

or call us today at
800.216.0805