

# Security Service & Maintenance

## IP Video & Access Control Systems

Does your current service provider continue to increase your costs while the quality of their service continues to decline?

Many businesses have chosen Vision Technologies as their service company because they grew tired of running into the following issues with their current provider:

- ▶ Unable to get timely support when they need it!
- ▶ “Emergency Service” takes days for on-site response
- ▶ Unqualified technicians are not trained to repair your equipment
- ▶ Technicians never arrive when scheduled and do not follow proper check-in/check-out procedures
- ▶ No documentation provided at time of service (i.e., Was the problem fixed?)
- ▶ Planned preventative maintenance services are paid for but not delivered
- ▶ Yet...you receive an unjustified price increase every year

If you are facing these challenges with your current service provider, give us a call!

## Service & Maintenance Program

- ▶ World-class customer service and support: standard hours and after-hours programs available
- ▶ Hardware support: Options for T &M, Full Service, Labor Only and Preventative Maintenance ensures the highest level of performance
- ▶ Standard software upgrades throughout the life of every extended warranty program provides cutting edge new features and functionality as soon they become available



Vision Technologies understands what you expect from your service provider:

- ▶ Phone and/or on-site technical support when you need it
- ▶ Trained and knowledgeable technicians
- ▶ Technicians arrive when promised
- ▶ A service ticket completed and left on site after every visit
- ▶ Preventative maintenance delivered as promised
- ▶ Annual costs based on the services provided

**100%**

**Customer Satisfaction  
Guarantee**

**GSA** Contract Holder

GSA Connections II Contract # GS00Q12NSD0011  
GSA Schedule 70 Contract # GS35F-0581R  
GSA Schedule 84 Contract # GS07F-161DA  
GSA VETS GWAC Contract # GS06F-0535Z

**A Service-Disabled Veteran Owned Small Business**



**(866) 746-1122**

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Vision Supports Products from These Leading Manufacturers

## Featured Security and Access Control Manufacturers



Vision Technologies specializes in the design, installation and support for security technologies that are migrating to IP-networked services, and competing for network bandwidth. Vision's expertise in Network Security Systems, Digital Video Recording, Access Control (wireless key card, biometric), as well as Audio-Visual systems provides turnkey, state-of-the-art technical solutions. Our staff provides single-site, campus and enterprise solutions for a variety of security requirements, enabling centralized monitoring, data storage and data retrieval.

Vision offers clients innovative solutions, including Distributed Antenna Systems, Passive Optical Networking, voice/data, wireless systems, security, audio-visual, and video conferencing.

*Our experience delivering IT services nationally is your assurance that your project will be delivered on time and on budget – every time!*

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