



DIJITAL SUPPORT CENTRE

EMPOWERING OPERATIONAL INSIGHT AND A
SEAMLESS DIGITAL SUPPORT EXPERIENCE

POWERED BY 



OUR CUTTING-EDGE DIGITAL SUPPORT CENTRE IS WHERE TECHNOLOGY MEETS UNPARALLELED ASSISTANCE TO ENSURE A SEAMLESS DIGITAL EXPERIENCE.

Our comprehensive suite of solutions is designed to improve your technological security landscape, offering a spectrum of services including Virtual Technical Support, Proactive Device Monitoring, Preventative Maintenance, System Optimization, Remote Commissioning, Integration Support & Software Development, Operator Training, Mobile Device Management and Monthly Reporting.



AI ENHANCED DEVICE MONITORING

We know before you do! A proactive approach to monitoring critical events, enabling us to resolve issues before they impact your business, ensuring uninterrupted operations. Tickets are automatically created for defined events and monthly reports are available across all technologies and devices.

New tickets > 13456

NEW
Campus 1 Building Entrance Camera Tamper #34567
Support Agent 1 - Created 1 Minute Ago - First response due in 30 minutes

Library Main Wing Controller Offline #34566
Support Agent 1 - Created 1 Hour Ago - Ticket will be closed in 24 hours

alarms

Type	Label	Last Activity Time	Action Alarms	Device Type
Minority Resources	Control Room Entry Reader	12/06/2023 12:23:00	✓	Collegiate Wireless Reader Type
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Alarms

Label	Start Time	Alarm Type	Status	Created Time
Control Room Entry Reader	2023-06-07 12:10:27	Collegiate Reader Not Responding	Active	2023-06-08 12:23:00

VIRTUAL TECHNICAL SUPPORT

No need to call us out - our skilled technical experts are now ready to address your technical queries and challenges remotely! This service provides software support on specified security technologies such as troubleshooting hardware connectivity issues, configuration errors etc.

Security Sam

Hey there, I am battling to log into our Video Security Server.

DSC Agent

Sorry to hear that, let's jump on a remote session to troubleshoot.

Security Sam

Sure, I am available now.

AVIGILON UNITY

Select Sites

Search Sites

Sign in

Username

Password

Sign in with Cloud

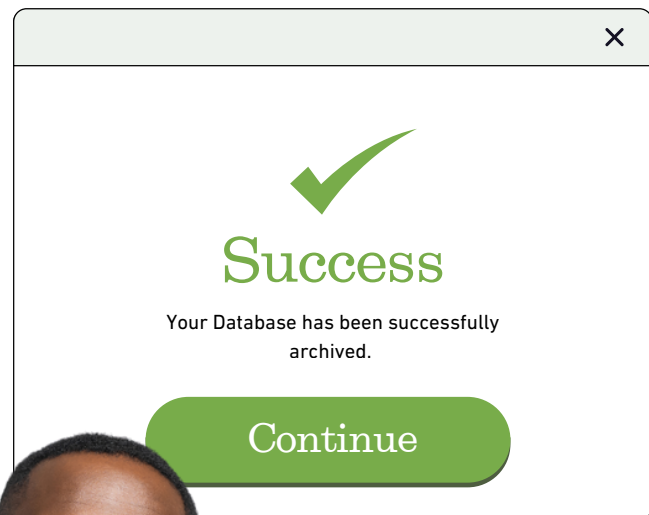
PREVENTATIVE MAINTENANCE

Don't wait until the last minute to start routine maintenance. If systems are allowed to expand without proper oversight, they may pose a risk over time. In the best-case scenario, they consume valuable storage space, and in the worst case, they could pose a physical security threat. We apply advanced methodologies to enhance the longevity and efficiency of your systems through preventative maintenance tasks including:

- Manual checking of Database sizes and thresholds
- Performing routine Database backups
- Interrogation of software log files for potential anomalies
- Checking expiry dates of licenses
- Routine cleanup of old log files and archiving of old database data
- Monthly maintenance reports across all technologies and devices

**Dijital Support Centre**
Avigilon License Expiring Soon

**Dijital Support Centre**
Database Back-Up Scheduled for Friday



Success

Your Database has been successfully archived.

Continue



Gallagher - Access Control
Version 3.897 4 GB - Released March 25 2024

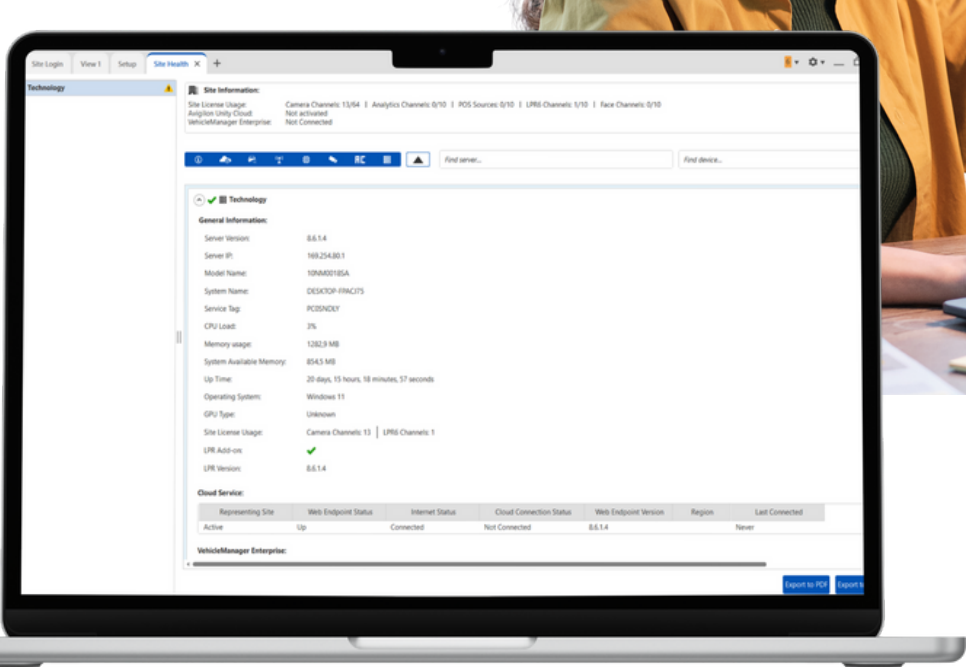
Open

Sera4 - Bluetooth Locking
Version 1.893 29 MB - Released April 11 2024

Open

Avigilon - Video Surveillance
Version 1.183 29 GB - Released February 2nd 2024

Open



 **Dijital Support Centre**
System Health Check required



SYSTEM OPTIMIZATION

Bolster your digital defenses against ever-evolving cyber threats and guard your security eco-system against potential vulnerabilities.

The Dijital Support Centre will ensure that your security software remains up-to-date with the latest compatible versions, complete timely implementation of critical software updates, maintain system compliance, and effectively mitigate risks.



INTEGRATION SUPPORT & SOFTWARE DEVELOPMENT

The Digital Support Centre offers bespoke software development and integration support for security technologies. Whether you need a customized Identity Management solution, help with integrations, troubleshooting, or configuration changes, we can assist you. Our subscriptions include complimentary development support hours.

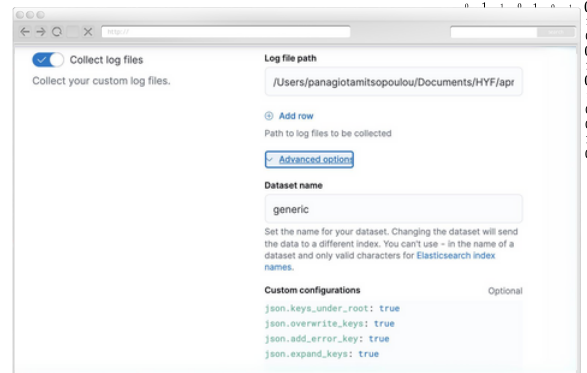
Connected

500 Internal Server Error 202 Accepted

404 Not Found

"userId" 200 OK

Status equals Completed



{"result": "Operate successfully"} DataError

REMOTE COMMISSIONING

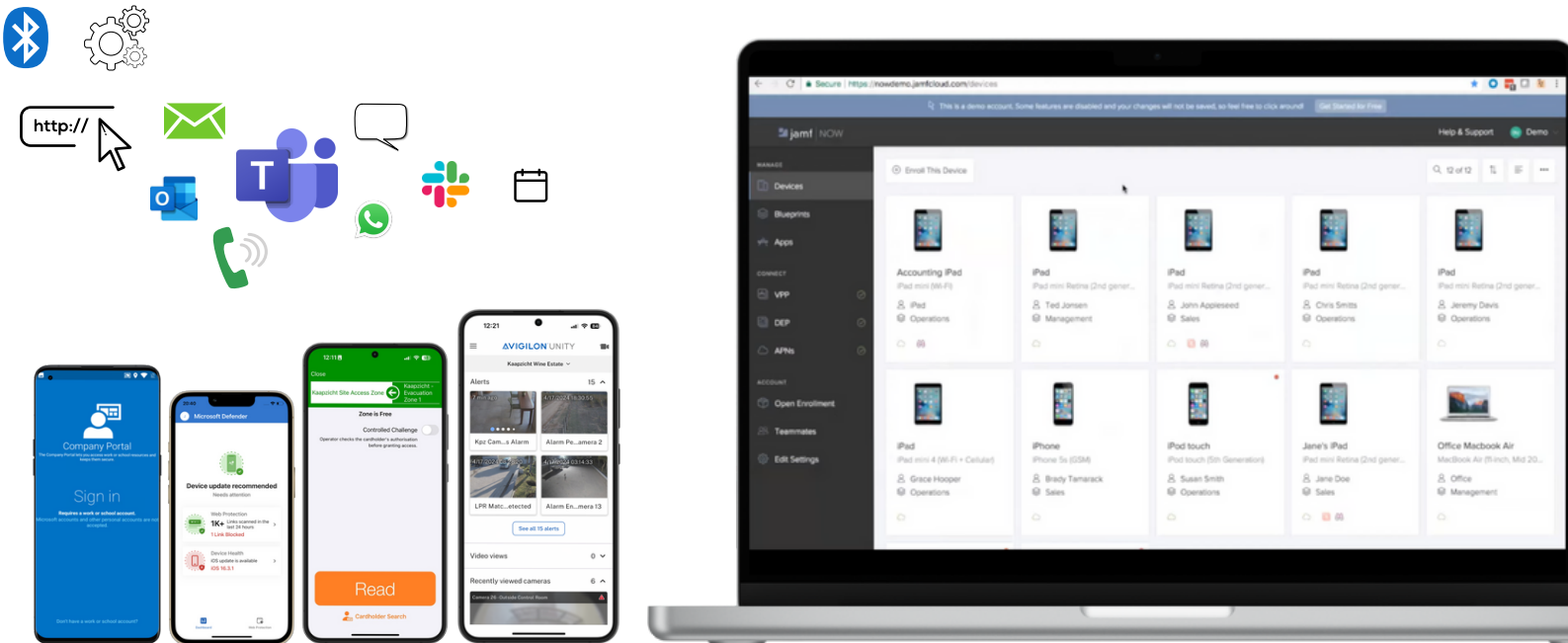
Reduce lead times and the cost of on-site commissioning of your security systems. Let the Dijital Support Centre help to improve productivity in software commissioning tasks, such as setting IP addresses, integrating new equipment, configuring alarms/rules, setup of hardware and more.



80%

MOBILE DEVICE MANAGEMENT

Centrally deploy, configure, and manage mobile devices (Android and IOS), ensuring compliance, enforcing security policies, simplifying onboarding and ensure devices only use authorized applications.



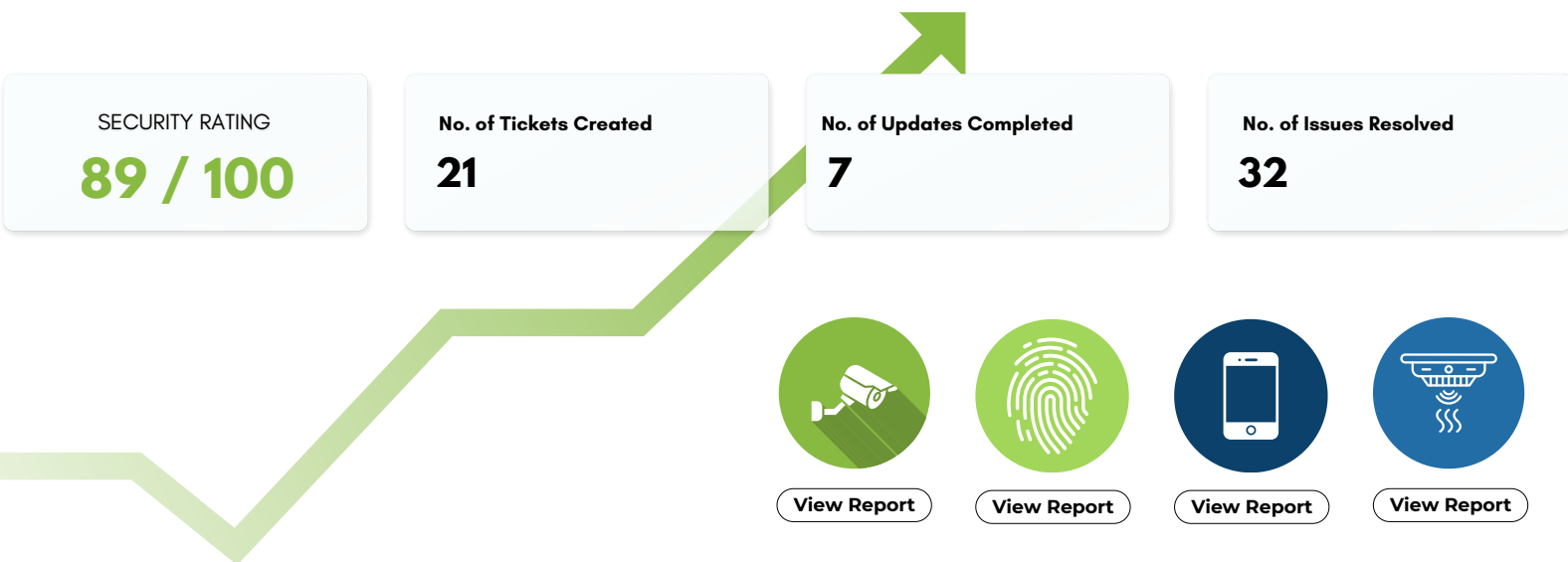
OPERATOR TRAINING

Onboarding new team members? Get them up and running quickly with virtual training. We provide training to end users on how to navigate and use their security software. Performing basic functions such as capturing of cardholder details, enrolment of biometrics and credentials, generating access reports, retrieving footage, performing appearance searches and more.



MONTHLY REPORTING

Enjoy custom Monthly Reporting on the performance of your monitored devices and security systems including equipment downtime, resolution times and support performance.



BESPOKE CUSTOMER PORTALS

Your very own centralized hub tailored to your company's unique needs, providing a wealth of information and solutions at your fingertips. Users have the ability to submit and view ticket status' from their own Portal.



DIJITAL SUPPORT CENTRE SERVICES

MODULE	DESCRIPTION
Virtual Technical Support	• Software support on specified security technologies including troubleshooting hardware connectivity issues, configuration errors etc.
AI Enhanced Device Monitoring	• AI Enhanced Device Monitoring • Automated ticket creation for defined events • Monthly event reports across all technologies and devices
Preventative Maintenance	Increases system reliability and prolongs equipment lifespan, as well as crucial safeguard against data loss, contributing to overall system reliability and business continuity. Preventative Maintenance includes: • Manual checks of Database sizes and Thresholds • Performing routine Database backups • Interrogation of software log files for potential anomalies • Checking expiry dates of licenses • Routine cleanup of old log files & archiving of old database data • Fault simulation for response time measurement metrics • Monthly maintenance reports across all technologies and devices
System Optimization	Maintaining up-to-date software is crucial for ensuring optimal performance in your security system, guaranteeing continuous access to the latest cyber-secure versions of your electronic security systems. Optimization includes: • Ensuring Server Software is running on the latest compatible, stable release • Ensuring Client Software is running on the latest compatible, stable release • Ensuring Hardware is running on the latest compatible, stable firmware • Monthly optimization reports across all technologies and devices



DIJITAL SUPPORT CENTRE SERVICES

MODULE	DESCRIPTION
Remote Commissioning	Limited to software commissioning on specified security technologies i.e. setting IP addresses, adding new equipment, setting up alarms/rules, configuration of hardware etc.
Integration Support & Software Development	Limited to integration support on specified security technologies i.e. troubleshooting API issues, configuration changes etc.
Mobile Device Management	Mobile Device Management for Android and IOS. Centrally deploy, configure, and manage mobile devices, ensuring compliance, enforcing security policies, and simplifying onboarding.
Operator Training	Training provided to end users on how to navigate and use the relevant software. E.g. Capturing of cardholder details, enrolment of biometrics, generating access reports, retrieving footage, performing appearance searches etc.
Bespoke Knowledge Base Portal	• Personalized web portal specific to the customer site • Access to generic product and site specific information and preferences

Need a quote?

Fill in your details and we'll get back to you!

[Get Quote](#)



POWERED BY **ES**

Experience the future of tech support with our Dijital Support Centre – where expertise meets technology to provide you with excellent, proactive digital support.



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