

Servicing and Maintenance Services Catalogue

| Title | Description |
|--|--|
| - Phone or personal consultation | Phone or personal consultation |
| - Technical support | Technical support |
| - Consultation and technical solution designs | Consultation and technical solution design |
| - HelpDesk | <p>System for request placing and monitoring enables several methods of request placing:</p> <ul style="list-style-type: none"> - via secured web interface - via phone - via email - via fax |
| - Upgrade service | This service involves testing new firmware upgrades before being installed, and their installation |
| - SLA - Service Licence Agreement | We provide our clients with several types of service agreements differing in the scope, speed of response and additional services |
| - Structured cabling | Warranty and post-warranty servicing of structured cabling |
| - Computer networks - WAN | Warranty and post-warranty servicing of WAN (<i>WAN is a computer network that covers a broad area (e.g. a network whose communications links cross metropolitan, regional, or national boundaries). The largest and most well-known example of a WAN is the Internet</i>) |
| - Computer networks - LAN | Warranty and post-warranty servicing of LAN (<i>Local Area Network is a small network enabling communication among interconnected computers</i>). |
| - Computer networks - Wireless | Warranty and post-warranty servicing of Wireless (<i>also Wi-fi, WiFi, Wifi, wifi</i>) a wireless alternative to computer networks (<i>Wireless LAN, WLAN</i>) standardized under the <i>IEEE 802.11 series</i>) |
| - Electronic security systems | Warranty and post-warranty servicing of electronic security systems |
| - Automatic fire alarm systems | Warranty and post-warranty servicing of automatic fire alarm systems (<i>comprehensive professional solution involving fire detection systems, gas leakage detection and related accessories</i>) |
| - Surveillance systems - CCTV | Warranty and post-warranty servicing of CCTV (<i>surveillance camera system (CCTV - closed circuit television) involves cameras used to monitor various areas, transferring of data to be viewed on monitors and archiving of recordings</i>) |
| - Access control system including attendance monitoring | Warranty and post-warranty servicing of electronic access control |

