



Niscayah Service ALL-WaysSM

Good security is not simply about the design and installation of your system. Ensuring that it runs seamlessly, at optimal levels, at all times, is equally important. Peak performance requires a preventive maintenance plan to minimize life cycle costs. This plan also requires a full understanding of your risks and system goals.

Niscayah ALWAYSSM provides our customers with a maintenance and service plan. We provide complete maintenance strategies.

The Service Support package to accompany your new Security System

In choosing a security system designed and installed by Niscayah you have joined a group of elite organizations that have acknowledged the difference we make in protecting your assets and assisting in managing your security risks.

To become a member of the upper echelon of this group, we encourage you to take advantage of the ongoing dynamic services that we offer in support of our installations. This key feature has helped to elevate our status as a partner of quality in the marketplace and has been crucial in establishing the long-standing relationships we have with some of the United States leading Fortune 500 Companies.

These support packages that accompany your system are one of our Service ALL-WaysSM Solutions plans.

Combining both reactive and proactive elements, Service ALL-WaysSM brings the assurance of rapid, 24/7 support – for total peace-of-mind from the moment your system is commissioned (NOC).

Benefits:

- Greater Security System reliability resulting in reduced risk and liability
- Reduced Security equipment downtime
- Maintenance and repair budget stability
- Improved return on your investment through loss protection
- Better trained, more confident facilities administrators
- Access to the technology and expertise
- Guaranteed response time



Combining reactive and planned support elements:

Service ALL-WaysSM combines the Power of:

The security industry's most effectively trained, experienced and technical workforce.

The latest in support services where service calls are dispatched to assigned area technicians.

Technicians with an accumulated base of in-depth knowledge and technology supplier contacts and the international resources of Niscayah.



Features:

- Personalized Reply within one hour of your service request
- Planned maintenance visits
- Defined committed response
- 24/7 call-out
- Telephone support
- Designated account manager
- Priority routed emailing to service desk

Service Program offering:

- Data Base Maintenance
- Archiving Transactions
- Customized Reporting
- System Back Up
- Power Testing
- Badging Services
- Inspecting
- Clean, Adjust, Test Equipment
- Software Upgrades
- Firmware Upgrades
- Training

First Year Warranty Plus Program

Standard Warranty:

- Personalized Reply within one hour of your service request
- Defined Committed Response - available 24/7
- National Customer Service Center
- Single point of contact
- Technical Support Team on products and networked systems
- Customized emailing to your service managers
- A designated account manager
- Direct customized emailing to your Niscayah support team
- Scheduled preventive maintenance visits

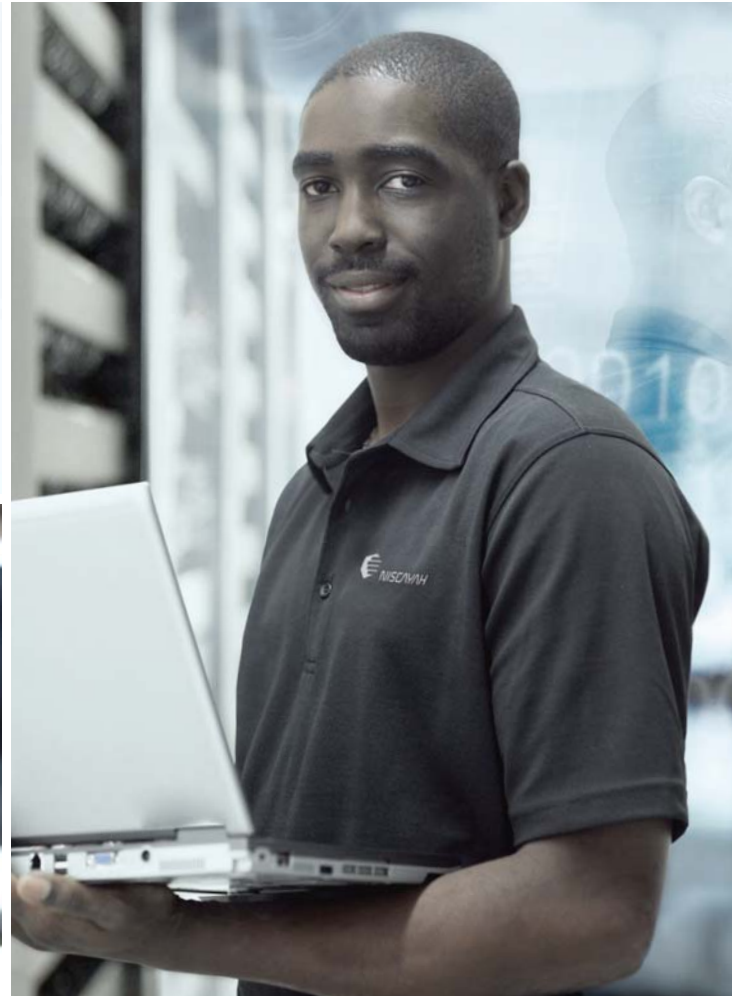
Service ALL-WaysSM (Warranty Plus)

In addition to all of the Features and Benefits of our Standard Warranty, these are the premium services we offer to those warranty customers who purchase Warranty Plus.

- One Hour Call Back
- Telephone Support
- Four Hour Response (on-site) where available
- Minimum of Two Planned Preventive Maintenance Visits
- 24/7/365
- Refresher Training

www.niscayah.us

Niscayah is an international leader and partner, assisting you in the management of risk and is established throughout the world with a national network of branch offices in the US.



Niscayah In Brief

Niscayah provides complete security solutions for customers based upon their specific needs. With a detailed understanding of our customer's organization, industry, and business drivers, security concepts are organized around the best use and application of technology to reduce our customer's risk posture. This is achieved through the implementation of integrated security systems which include access control, video surveillance, and intrusion systems. Service programs are designed to ensure proper post-implementation maintenance for overall system performance.

Niscayah specializes as a security systems integrator in the design, installation, and support of technology-based solutions. Our customers tend to be large organizations with complex security challenges and varied operating environments.

Niscayah' expertise in access control, video surveillance, and alarms is extensive. We work closely with IT professionals within our customer's organizations to ensure maximum use and productivity of communication, data storage, and data security.



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