

Business Surveillance Support Options

There are three categories of DETECT Business Surveillance Systems, all of which are engineered to ensure long-term reliable operation. Your business, building, and other requirements will determine which system is best for you.

Basic All-in-One system and 8 or fewer cameras.

Intermediate Multiple viewing stations and 8 or more cameras.

Advanced Dedicated System Control appliance and multiple viewing stations. Typically, the NVR is a separate appliance, and there is a requirement to implement user management controls using group or individual permissions.

		Basic	Intermediate	Advanced
Software Support	DETECT VMS Software Suite Support¹ <ul style="list-style-type: none"> Includes NVR, SMART, System Control, VMS, System Update Service Updates provided to client. (Client responsible for update unless remote desktop capability is enabled.) (Note VMS Viewing software is an auto-update) 	\$76/year	\$160/year	\$405/year
Warranty Support	Improves Warranty Support¹ <ul style="list-style-type: none"> Leverage will provide an initial assessment of equipment (based upon remote desktop assessment) and return to factory. Client responsible for removal and replacement of equipment. 	Cost depends on equipment ²	Cost depends on equipment ²	Cost depends on equipment ²
Remote Support	Remote Support Plan¹ <ul style="list-style-type: none"> Covers validation of system functionality via remote desktop support based upon a request for assistance. Up to two calls for support per month. This includes "how to" calls for software support. Software updates. 	\$249/year	\$365/year	\$490/year
On Site Support	Check with your Account Manager for availability in your area.	Billed Hourly	Billed Hourly	Billed Hourly
System Health Support	System Health Status Support – Standard¹ <ul style="list-style-type: none"> Review system status reports weekly and notify client of deficiencies. If a camera is offline (recording of camera has stopped) we will attempt to restart and notify the client. Monitor available storage space versus retention and report monthly to identify non-conforming cameras. 	\$185/year	\$245/year	\$367/year
	System Health Status Support – Enhanced¹ <ul style="list-style-type: none"> Includes everything in Standard Support plus: A monthly check on each camera, including image quality. We will review original camera imaging to current picture and report variances and remediation. 	\$245/year	\$306/year	\$429/year

¹ Requires Remote Desktop capability is enabled. ² Warranty support for core hardware recommended.