

For CCTV, Access Control & Intruder Detection

As a specialist in the field, NW Security Group offers enhanced, cost-saving support services to customers, allowing IT Managers and System Administrators to take a more hands-off approach to managing IP-based security systems. Our services remove burden and provide peace of mind.



	Basic (Bs2)	Silver (Ss2)	Gold (Gs2)	Platinum (Ps2)
Technical helpdesk support				
User and Administrator support	✓	✓	✓	✓
Remote problem diagnostics, troubleshooting & resolution	✓	✓	✓	✓
Annual maintenance service				
System performance check (remote or on site)		✓	✓	✓
Verify system configuration v. requirements		✓	✓	✓
Check quality of all camera video output (recordings) (CCTV only)		✓	✓	✓
Physical check of all accessible system components		✓	✓	✓
Minor repairs, corrections and adjustments		✓	✓	✓
Cleaning of camera lenses (CCTV only)		✓	✓	✓
Provision of maintenance service report		✓	✓	✓
Call outs (only if expressly included in quotation)				
On-site problem diagnostics, troubleshooting & resolution		✓	✓	✓
System administration (remote)				
Managing system user access (adding, removing and amending user access permissions) (excl. access control systems)			✓	✓
Training of new users by appointment and within reason			✓	✓
Performing any required system configuration tweaks			✓	✓
Checking system performance and functioning (Bi-monthly incl. applying performance enhancing software and firmware updates when deemed beneficial, on a reasonable endeavour basis)			✓	✓
System health monitoring (remote) *1				
Proactive monitoring of system health and performance of software components (bi-weekly)				✓
Flagging up system health issues and potential problems (where realistically possible)				✓
Provision of monitoring reports (Incl. any recommendations)				✓
Cyber security management - Management software & device firmware (remote) *1				
Reporting on bugs and cyber vulnerabilities that become known				✓
Applying measures and patches to counter or fix identified bugs or vulnerabilities				✓

Notes:

- Standard opening hours: 8:30am to 5:30pm, Mon to Fri (except bank holidays)
- Support provision outside standard opening hours by separate written agreement only
- Remote access required
- All support services only on hardware and software provided by NW Security Group
- Customer to assist with performing basic tasks (e.g. reboot of devices)
- Client PCs excluded
- All support is provided on a reasonable endeavours basis
- Note*1: Only available with Axis and Milestone products