



Maintenance & Support Services

NW Security offers a complete range of operational maintenance and support services supplementing your CCTV and security systems. We have three different service packages on offer, each designed and tailorable to provide your business with the right level of protection and minimise your risk.

We are here to comprehensively safeguard your system, in terms of operational performance, critical failure response, ongoing maintenance, updates and upgrades, and protecting your investment long term.

	Silver	Gold	Platinum
		Axis & Milestone systems only	Axis & Milestone systems only
Administrator and user support	✓	✓	✓
Remote problem diagnosis, troubleshooting & resolution	✓	✓	✓
Proactive provision of information regarding beneficial software updates and security patches that become available		✓	✓
User administration (adding, removing and amending user access permissions)		✓	✓
Performing requested system configuration tweaks		✓	✓
Prioritised support with faster response times			✓
Monthly system checks (remote)			✓
Add-on support services			
(Only applies if expressly included in quotation or agreement)			
Scheduled system maintenance service (on-site hardware and device maintenance and remote software and server maintenance, typically on an annual basis)	✓	✓	✓
Scheduled software maintenance (remote)	✓	✓	✓
Callouts - on-site problem diagnosis, troubleshooting and	✓	✓	✓
Security patching		✓	✓
Scheduled software and firmware updates		✓	✓
24/7 support extension			✓