LENEL·S2

6 WEEK FREE TRIAL

Technical Advisement & Preventative Maintenance Program Offer

Remote Managed Services

The LenelS2 Remote Managed Services (RMS) team is pleased to offer this technical advisement and preventative maintenance service on a trial basis. It is designed to assist our VARs in their efforts to keep customers' OnGuard® security management solution system running at peak performance.

Target Audiences

- Any OnGuard customer with an extensive, complex system where regular and ongoing maintenance is important to maintain mission-critical security operations
- Customers requiring advisement on system configuration and topology, identifying improvements with industry-best practices to get the most out of OnGuard
- Customers who lack a fully-trained staff, or who have time constraints and resource shortages which can lead to unintentional abandonment of critical OnGuard maintenance

Benefits

- Supplements system administration staff with immediate OnGuard expertise at a low cost
- Peace of mind and greater performance assurance for OnGuard systems, based on the experience and knowledge from the LenelS2 RMS team
- Ability to detect potential system issues before they become critical — a proactive, cost-effective service approach that maximizes system uptime
- Exceptional diagnostic and self-healing capabilities — performed on a regular basis — to protect the security investment of the customer
- Primary point of contact for LenelS2 questions

Carrier

A Comprehensive Scope of Work

- Scheduled weekly or bi-weekly technical advisement forum with all stakeholders
- Call agenda includes review of system analysis, suggested corrective actions/functional improvements, recommendations, TSG support ticket tracking, and reviewing of requested topics of interest regarding LenelS2 technologies
- RMS Team will perform remote preventative maintenance and report all work completed to stakeholders during scheduled technical advisement meetings
- Maintenance Summary:
  - RMS advisement of system components:
    - OS and database patches to be installed on OnGuard® servers
    - Software builds, OS releases, and database patch review and support
  - Monitor OnGuard Enterprise replication health
  - Monitor RPC failures and OnGuard error log
  - Track archive/purge and database back-ups (including schedule review and monitoring)
  - Monitor cardholder and badge record counts

How It Works

- VAR and End User contact LenelS2 sales for additional trial information and quote for annual RMS service
- End User and VAR are invited to participate in an on-boarding session outlining the program in detail
- When customer enrolls, VAR coordinates with End User and RMS for secure remote access to the OnGuard system
- A system health snapshot is conducted by RMS team to assess the current system state and determine if any pre-maintenance work is required
  - Following the health check, if manual system cleanup is needed, a good faith effort will be made by RMS to assist the VAR with system repairs at no additional charge
  - Should significant errors be present, a separate PES repair quote will be presented to the VAR prior to fully entering in to the RMS program
  - RMS service trial begins at set up of secure connection and confirmation of recurring technical advisement call schedule

Terms & Conditions

This program is offered to select accounts and may be limited based on current availability. The trial period will be closed with a service review. Standard RMS terms and conditions apply.

Learn More

Please contact managedservices@LenelS2.com for more information or to enroll in the program.