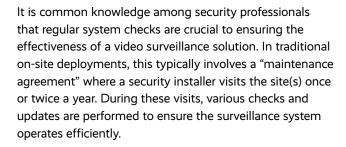


Enhancing Maintenance Agreements

with Eagle Eye Networks



However, with the Reseller Dashboard provided by Eagle Eye Networks, more than 75% of the services covered by a standard maintenance agreement can now be conducted remotely. This cutting-edge technology empowers our partners to provide proactive support to their customers without the need for physical site visits. As a result, valuable time and costs are saved, and customers no longer have to wait until their next inspection to be reassured that their system is online and recording properly.

The table illustrates examples of services typically included in a standard maintenance agreement and demonstrates how our partnerscan leverage Eagle Eye to optimise and enhance the services they offer.

With Eagle Eye Networks advanced technology, partners can optimise and streamline their maintenance services. offering enhanced value to their customers. By leveraging remote capabilities, they can provide proactive support, reduce costs, and ensure the continuous and reliable operation of the video surveillance systems they install.





STANDARD MAINTENANCE	
AGREEMENT	

REMOTE, PROACTIVE, **MAINTENANCE THROUGH EAGLE EYE NETWORKS RESELLER DASHBOARD**

Check history of CCTV system since last maintenance service Check all CCTV control equipment for

Yes - Service providers can run an audit report of all activity

Firmware and Security upgrades (monitors, VCR, DVR, Multiplexer etc.)

Yes - All upgrades are conducted remotely by Eagle Eye Networks and can be scheduled to minimise customer disruption

Check correct time and date

Yes - Date and time of the system is synchronised to an NTP server guaranteeing the correct time and date regardless of

Check and clean cameras, lenses, and housings as necessary

Yes - Check cameras remotely and advise customer to clean where required

Check lenses and images for correct field of view and adjust as necessary

Yes - Review the live status of each camera at any time and advise on-site personnel if a site

Check recording and playback status and quality

Yes - Receive automated alerts when a camera goes offline or stops recording. Access footage remotely at any time to ensure footage is being captured and can be

Repair minor faults where necessary (additional costs may apply)

Yes - Service providers can assess and remotely power cycle the cameras (using EEN switch) before determining if a site visit is required

Visual inspection of all major CCTV components including cabling and connections where accessible for signs of deterioration or damage

Onsite visit required

Retrain the users on the use of the CCTV system

Yes - Training can be conducted remotely and at times convenient to the customer

Log all test results for service records (minimum one every twelve months legal

Yes - Audit trail of all activities conducted within the EEN platform available as standard

Reformat the recorder hard drive to remove glitches and/or bad sectors

N/A - Not required for a cloud based system

Return the CCTV system to operational status N/A - Not required for a cloud based system