Enhancing Maintenance Agreements

with Eagle Eye Networks

It is common knowledge among security professionals that regular system checks are crucial to ensuring the effectiveness of a video surveillance solution. In traditional on-site deployments, this typically involves a "maintenance agreement" where a security installer visits the site(s) once or twice a year. During these visits, various checks and updates are performed to ensure the surveillance system operates efficiently.

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	Yes – Service providers can run an audit report of all activity
Check all CCTV control equipment for 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 location
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 visit is required
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 reviewed
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 requirement)	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