



**90-DAY
FREE
TRIAL**

Preventive Maintenance Program Offer

Remote Managed Services

The Lenel® Remote Managed Services (RMS) team is pleased to offer this preventive maintenance and diagnostic service on a trial basis. It is designed to assist our VAR's in their efforts to keep their 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 with extensive OnGuard systems where required maintenance resides within their security or IT department.
- Customers who lack a fully trained staff, or who have time constraints and resource shortages which can lead to unintentional abandonment of required and critical OnGuard maintenance.

Advanced Services

BENEFITS

- Peace of mind and greater performance assurance for customers' OnGuard systems, based on extensive knowledge and experience of the Lenel RMS team
- Exceptional diagnostic and maintenance services – performed on a regular basis – to protect the security and investment of the customer
- Ability to catch issues before they become problems – a proactive, cost-effective service approach that maximizes uptime
- Early issue detection eliminates need to put system in maintenance mode and shut down services temporarily – avoids costs to deploy security personnel during maintenance downtime

A comprehensive scope of work

- Biweekly proactive support forum with all stakeholders.
- Call agenda includes review of maintenance logs, corrective actions/functional improvements, discussion of recommendations, and review of requested topics of interest regarding Lenel technologies.
- Lenel RMS Team will perform biweekly remote preventative maintenance and record and report on all work completed to customer and VAR at each biweekly meeting (limited to one hour).
- Maintenance Summary:
 - o Monitor cardholder and badge record counts
 - o Track archive/purge and database back-ups as verified through software (including schedule review and monitoring).
 - o Monitor RPC failures
 - o Monitor critical disk space and CPU utilization
 - o RMS advisement of system components owned by VAR/system user :
 - OS and database patches to be installed on OnGuard servers
 - Software builds, OS releases, and database patch support
 - *Note: RMS should be notified of any general system changes.*

How it works

- VAR informs OnGuard customer of this free offer.
- Customer and VAR are invited to participate in an on-boarding session outlining the program in detail.
- When customer enrolls, VAR coordinates schedule with Lenel RMS Team for secure remote network access to OnGuard servers. Trial period begins at set up of secure connection and confirmation of schedule.
- A system health snapshot is conducted by Lenel RMS Team to document the current state of system and determine if any pre-maintenance work is required.
 - o Following the health check, if manual system clean up is needed, good faith efforts will be made by RMS staff to repair the system at no charge.
 - o Should significant errors be present, a separate RMS repair quote will be presented to the VAR prior to fully entering into the trial.
- Within 60 days of the trial program, a proposal for RMS services will be submitted to the VAR to allow for ongoing service support following the 90 day trial.

Terms & Conditions

Please note: Upon initiation of RMS contract, transfer of resources to a dedicated Technical Systems Account Manager (TSAM) will occur. This program is offered to select accounts and is based on current availability. Standard RMS terms and conditions apply.

Learn more

Please contact rms@lenel.com for more information or to enroll in the program

lenel.com/services

(866) 788-5095

Specifications subject to change without notice.

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