

## THE HIGHEST LEVELS OF CCTV SUPPORT

Viseum CCTV Support Services are a very important part of Viseum Product Solutions. This service is used to provide on-going training and support for your Viseum Product Solutions to remain at the cutting-edge of crime fighting techniques.

Viseum Product Solutions are fully supported by our team of dedicated IT security specialists, who have extensive experience in the integration of digital video systems, intelligent [video analytics software](#), data networking and end-to-end operational CCTV security and surveillance processes. This service gives the following key benefits:



### Remote Interactive Training and Support

This Support Service enables the Viseum support team to provide first-hand interactive training and support 24/7/365. By seeing what our end users see, understanding their problems and listening to their local knowledge, each Viseum installation is then trained to operate automatically to clear up crime and create the sites long term deterrent.

Surveillance profiles can be made for each installation, to operate at different times of the day or week. This provides flexibility of exactly when, where and how each area of the site is prioritised for surveillance monitoring, for expected and unexpected activities and incidents. Also, if local knowledge reports any change of crime and disorder trends, or if street furniture has been added or taken away, Viseum's Remote Managed Support Services can adjust your automated surveillance routines.



### Ease of Installation and Maintenance

This secure online service is typically controlled by our customer's via secure broadband Internet. It offers ease of installation and maintenance to help any preferred local CCTV installation company install and provide on-going maintenance and support for Viseum Products Solutions, without any Viseum specific technical training, other than having general digital system knowledge.

- Installation – The positions of each Viseum IMC Fixed Contextual View Camera are recommended to ensure correct coverage is achieved, and the Viseum IMC camera and CiVMS system are commissioned.
- Maintenance – costly call out charges and service affecting down times are reduced to an absolute minimum:
  - Immediate and potential hardware problems are dealt with as they occur using Viseum's automated watchdog software. This automatically reports hardware component status and provides self-repair where possible.
  - Software upgrades are uploaded and installed after arranging minimal out of hours downtime.
  - Site maintenance visits are avoided unless absolutely necessary.

**"In today's regime of heightened security and restricted budgets the ability to undertake continuous monitoring without the cost of continuous staffing is extremely attractive." (UK Control Room Manager)**

### Included for the 3 Year Duration of your Remote Managed Support Service:

- Software Technology Services Warranty and Upgrades.
- End User Software and Technology Invention Patent Licence.

Viseum's Remote Managed Support Services is a popular value-add service. Although not compulsory after the first 3 years, it is usually extended long term.

**"Viseum UK's support service give great value to our operations" (London Command Control Manager)**

Contact us on +44 (0)1322 405724 or visit [www.viseum.co.uk](http://www.viseum.co.uk)

Viseum IMCs have been granted 20 years patent protection

**Any non-Viseum branded IMC system will be noticeably inferior and an illegal copy in breach of International Law**

Patent Portfolio - European EP 1 579 399 | United States of America US 7,952,608 B2

> **Viseum Technology and Support Strengths** < This is a brochure presentation of our technical support and capabilities. It is very successful for Viseum sales training and provides our customers with confidence in our project support and delivery.



## Legal Statement

We have invested heavily in the protection and policing of our intellectual property rights (IPR). Central to our business is the commercial protection we provide our partners in sharing these secured markets. We commit to the policing of this IPR in the following way: As with any infringement, its trade reseller is the primary target for legal action, which is, in turn, followed up by making the potential user aware of the infringing product's recall due to its illegal use. This is then followed up with full and complete legal action with the suppliers of such goods. This policy of proactive policing our markets in this way since 2002 has proven so successful that we have only ever identified one infringing party. A PLC entity was found to be trading with infringing goods and they can now no longer sell such goods into our international territories, nor can they secure investment due to this breach.

Viseum technology and software is protected by a number of intellectual property rights. Purchase of a Viseum-driven product from an authorized Viseum<sup>®</sup> supplier guarantees that it contains authentic Viseum<sup>®</sup> software, and carries with it a licence giving the purchaser permission to use the Viseum technology. Attempted use of Viseum<sup>®</sup> software without a valid license is in breach of international law.

### Patents Granted

European Patent > [EP 1 579 399](#) <, United States of America > [US 7,952,608 B2](#) <.

### Registered Trade Marks

Viseum<sup>®</sup>      SafetyWatch<sup>®</sup>

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