

THE HIGHEST LEVELS OF CCTV SUPPORT

Viseum CCTV Support Services are a very important part of Viseum Product Solutions. It seamlessly provides:

- Ongoing training, support and customisation to remain ahead of crime and terrorism.
- Fully supported by dedicated IT security specialists, with extensive experience of systems integration, intelligent [video analytics software](#), data networking and end-to-end operational CCTV security and surveillance processes.

These services give the following 3 key benefits:

1, Remote Interactive Training and Support



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 site's 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.



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2, Ease of Installation and Maintenance

This secure online service is typically controlled by our customers using secure broadband Internet. It offers ease of installation and maintenance to help any preferred local CCTV installation company install and provide ongoing 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 Wide 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 downtimes 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 downtimes.
 - Site maintenance visits are avoided unless absolutely necessary.

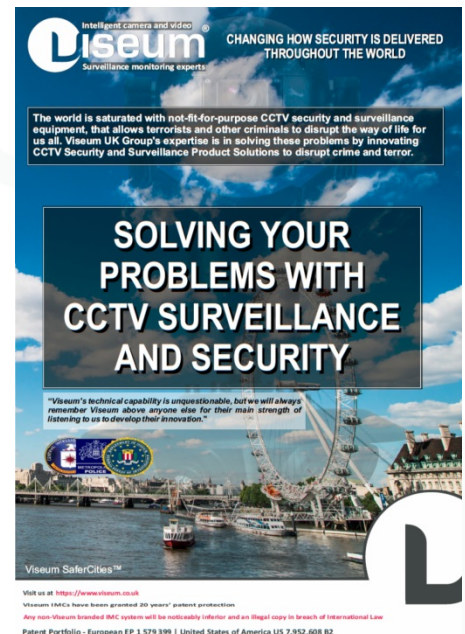
3, Included for the 3 Year Duration of your Remote Managed Support Services:

- Software Technology Services Warranty and Upgrades.
- End User Software and Technology Patent Licence.
A popular value-add service - although not compulsory after the first 3 years, these premium services are usually extended long term with each customer.

“Viseum UK’s support services give excellent value to our operations”
(London Command Control Manager)

“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)

> [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, nor can they secure investment due to this breach.

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

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