



Brivo Professional Services

Brivo has always managed complexity so that our customers don't have to. Brivo Professional Services are available to help integrators and end users during every step of their Brivo project, from a new ACS WebService installation to a major enterprise XML integration project. Brivo Professional Services offer integrators and end-users support options for fast, accurate implementations, time-saving conversions, and custom applications and branding opportunities.

On-premises Support / Training

Installation and on-premises commissioning are an essential part of ensuring the successful launch of a new security system. Brivo offers on-premises technical support to ensure the success of installation and to assist with complex programming and set-up of configurations that are unique to the application.

Services performed while on site include:

- SE appliance configuration and programming set-up
- Configure hardware
- Email/SMTP integration
- Badge configuration
- Database configuration
- Control panel administration

End user training is also available.

The Integrator must be present while Brivo field support personnel are performing these services. Equipment must be installed with all devices connected and tested for proper operation prior to the Brivo technician's arrival. Daily rate does not include travel and overtime; expense reports will be provided to the customer. (Part # ACSSITESPT)

On-premises User Training

Training is a valuable service to ensure that buyers receive the maximum benefit out of their new purchase. Labor, time, and financials savings are a direct outcome of the investment in training services. For any new IT system, System Administrators benefit from training to manage credentials and other user information, as well as technical performance and upkeep of the system and network components that implement access control and related.

System Administrator training provides general office or security personnel with hands-on training on the use of the browser-based user interface to the Brivo ACS applications. Courses are of much shorter duration than typical tutorials due to the ease-of-use of the HTML (browser) interface. Training packages are available based on the count of occupants you wish to train. Topics include:

- Basic Topics
 - Card Management
 - User Management
 - Activity Log
 - Report generation
 - Viewing Video
 - Configuring Email Notifications
 - Schedules
 - Backups
- Advanced Topics
 - Site Management
 - Control panels
 - Doors
 - Devices

Courses are conducted on site. Rates include up to five students (part# ACSTRRAIN). Additional students incur a per-person fee. (Part # ACSTRRAINCLASS)

API Development

Brivo XML-RPC API is built into every Brivo product. API development services are available to establish proficiency with two different types of applications: integration coding for connecting other IT systems to the access control system, and entirely Web applications that use Brivo systems as a back-end to perform low-level access and hardware control functions.

- Draft functional requirements
- Design documents overview
- Final design documentation
- Schedule of deliverables
- Help documentation
- User guides
- Extensive QA testing of final product
- Programming

Custom development projects vary according to requirements. Call for quote (part # ACSAPIDEV).

Private Label Design Services

Integrators and end users often wish to have their own service offerings or Web pages differentiated from other products on the market. That's why we offer private label design services to customize the appearance of our appliances to meet your needs for brand and product management.

Available services include:

- Custom banners, graphics, logos, and icons
- Home page design and layout, including functional enhancement
- Style sheet modifications for color themes, fonts, and page layout
- Editorial changes to text such as:
 - privacy statements
 - terms of use
 - warranty
 - support policies
 - service level agreements
 - customer support procedures
 - business process documentation

Ten branding elements create a Web site that is truly your own (part # ACSBRAND)

Data Conversions

Because most security system installations are actually replacements of existing systems, there is often a significant population of credentialed users whose personal data must be transferred from an older system to the newer system. We provide database conversion services to assist with this process, and make sure that field mappings and data integrity are preserved across system boundaries. Included in the service are all forms of user-related textual data, as well as any images that may be associated with employees and/or badge production.

Conversion services available include the following:

- User/Credential Database Conversion Service (part # ACSDATACON)
- ACS OnSite to ACS WebService Data Conversion (part # ACS5000S2E)
- ACS WebService to ACS OnSite Data Conversion (part # ACS5000E2S)
- Mass Import and Conversion of Photo ID/Images into the User Database per hour (part # ACSIMGCON)

Account Merging

It is not unheard of for buildings and offices to change ownership. Because of this, it is possible an existing customer may want to combine two existing Brivo ACS accounts into one to take advantage of our unparalleled centralized management. Included in this service is the moving of all programmed doors, hardware and their sites, as well as all unique card holders, from one account to another.

Items that can be merged include:

- sites
- control panels
- devices/doors
- notifications
- schedules
- holidays

Charge is per account merge (part # ACSACCTMERGE)

Custom Reports Development

Every organization has unique reporting requirements based on the nature of their particular business. While all Brivo products come with a wide range of built-in reports and reporting tools, experience shows that most end-users will require the development of additional reports to meet their own internal security and corporate requirements.

The Custom Reports Development service provides a consultative approach to rapid development of reporting tools that provide summary output in a variety of formats, from traditional readable paper (or PDF) formats for managers, to CSV files that can be readily imported into spreadsheets or other Business Intelligence tools.

Charges vary depending on report complexity (part # ACSREPORT)

Custom Badge Design

Distinctive badges for employees are a way to express an organization brand and values, as well as a way to visually identify functional groupings of employees. Because badge design is often a one-time process—or at best a very infrequent one—it often makes the most economic sense to employ a graphics design expert to carry out this task. Brivo makes this type of resource available on a contract basis to assist with the process. The added benefit over a third-party designer is that the Brivo specialist will also know how to merge the graphic design into the badge creation process within the ACS application.

Depending on design, charges may vary with complexity. Call for quote (part # ACSCBD)

Extended Coverage

72-hr On-premises Technical Assistance — On-premises assistance with a 72-hour notice is available. The service provides for a qualified Brivo technical resource to be available at any site within the US on or within a 72-hour notification window.

Daily rate does not include travel and expenses; expense reports will be provided to the customer. (Part # ACSSITEEXP)

Technical Support

Standard Technical Support is available Monday-Friday, 8:00 am – 8:00 pm (ET) and 9:00 am – 5:00 pm (ET) Saturday.