



## SERVICE 2.0 THE NEXT GENERATION OF SECURITY SYSTEM SERVICES

With security systems and video networks being notoriously hard to manage and maintain, you need a way to improve the ROI from your security and video surveillance investments while reducing operational costs. G4S delivers enterprise proactive service management solutions that automate the detection and resolution of potential system performance issues. Our advanced diagnostics systems enable you to reduce maintenance costs and improve ROI.

PLAN	TRADITIONAL	SERVICE 2.0		
		SILVER	GOLD	PLATINUM
Time & Material	✓	✓		
Preventative Maintenance		✓	✓	✓
Labor Coverage			✓	✓
Parts Coverage				✓
Response Time SLA's	✓		✓	✓
Performance Based SLA's			✓	✓
Video Quality KPI's			✓	✓
Video Retention KPI's			✓	✓
Video Up-Time KPI's			✓	✓
Health Monitoring			✓	✓
Remote Diagnosis			✓	✓
Remote Resolution			✓	✓
Intelligent Dispatch			✓	✓
1st Time Fix Rate ↑			✓	✓
Overall Risk Mitigation	Low	Medium	High	High
Cost Containment			✓	✓