



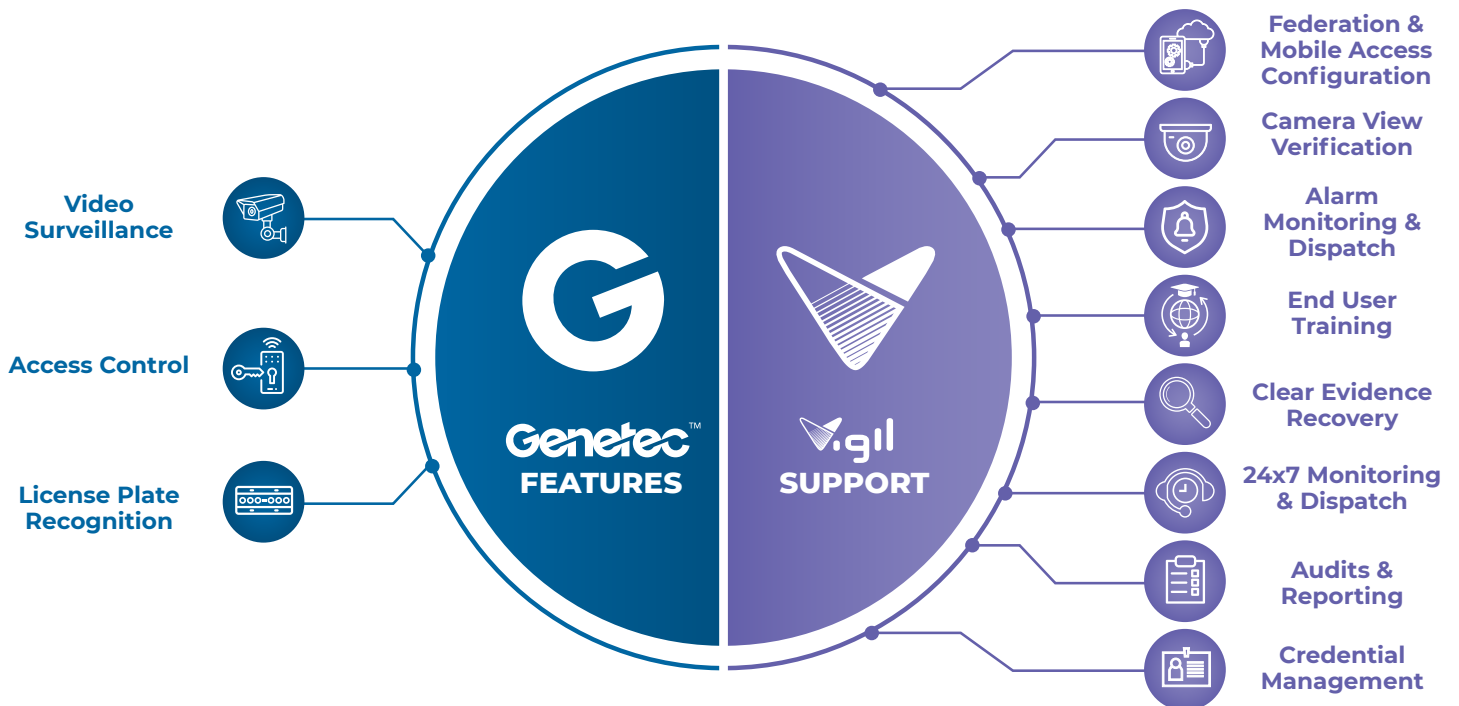
# .vigil **MANAGED SERVICES**

Vigil provides Managed Services for multi-site Genetec Enterprise users who would benefit from a well-managed and monitored Genetec system.

Our agents are experienced Genetec-certified specialists who take proactive ownership of uptime, system configuration, monitoring, and direct user support.

As your operations nerve center, Vigil quickly fulfills customer requests and proactively manages the system. Vigil performs evidence requests and many other tasks illustrated below.

Because of our sole focus on Genetec operation, Vigil is a cost-effective addition to an overstretched operations center team.



## GAIN OPERATIONAL CONSISTENCY

Vigil networks your individual Genetec-powered facilities together, using a technique known as federation. This means you can see the cameras at any of your sites on a single dashboard – from wherever you are, and on desktop or mobile.

A Vigil support agent monitors all your facilities for notable behavior at individual sites, sends you periodic and on-demand access reports, and tunes the system for bandwidth use.

When you gain more complete visibility on important facility events and spend less time on security system management, you achieve a consistent corporate security performance standard at all your facilities.

A Vigil-managed system allows you to see live video from different facilities – on the same screen.

Genetec can de-warp fisheye camera views into flat, live video streams. You can pan, tilt, and zoom into areas of interest. In the Genetec Security Center screen shot (above), the smaller images are all from the same camera.

This combination of Genetec and 360° cameras allows for a greater coverage area with no blind spots, fewer cameras to purchase and service, and lower license costs.



## OUTSOURCE TASKS AND FOCUS

Some security system tasks are very practical to outsource.

Using a live connection to the security systems at each of your facilities, Vigil staff perform daily camera checks for clarity and function, and configure the system for bandwidth optimization.

**Video evidence retrieval** is handled completely by Vigil agents, using the Genetec Clearance add-on, a digital evidence management system.

Genetec Clearance provides secure and easy cloud-based sharing of video evidence within a single application, so footage from club cameras is seen only by the people you choose.

The Vigil managed services team handles all video evidence-gathering tasks with a simple phone call or email from any of your permitted security managers.

Your colleagues don't need to hunt down video footage or download and upload files on their own. We can easily add to a case additional photos and cellphone video, even from witnesses to the incident.

All incident evidence is encrypted and stored in a secured and tightly permissioned cloud-based system, where it can be securely shared with your colleagues and law enforcement.

The screenshot displays the Genetec Clearance web interface. At the top left is the Genetec Clearance logo. The user 'Andrew Benkard' is logged in at the top right. The main heading is 'Cases > Altercation Footage near Cardio (12/18/21)'. Below this are 'Subscribe' and 'Close case' buttons. The 'General' section contains the following information:

Created by	Record number
andrew.benkard@dynair	156001
Incident number	Status
00018	Active
Category	Department *
Altercation	PF Video
Incident start time	
Dec 18 2021 01:09 PM	
Incident end time	
Dec 18 2021 01:14 PM	
Description	
Member altercation	

The 'Permissions' section (4) lists the following users and their permissions:

Account Administrators	Manage
Club Manager	View and download
Dylan Collins	Manage
Police Investigator	View only

The 'Files' section shows a file named '360 Cardio-2021-02-18\_13h09min00s000ms.g64x' with a timestamp of 'Dec 21, 2021, 11:55 AM by andrew.benkard@dynamicsec.com'.

## REFERENCE CLIENTS

Vigil provides all its multi-site clients with high-uptime Genetec system operation and configuration. Vigil service packages are further customized according to client need, as exemplified by the selected Vigil client cases below.

### INTERNATIONAL PHARMACEUTICAL COMPANY

A rapidly growing firm with 10,000 employees around the globe uses Vigil to keep their Genetec-powered video and access control system correctly configured.

- Access control changes, using ClearID
- Evidence retrieval and sharing, using Clearance
- 24/7 System Support
- End User Training and Support
- Federation Hosting
- Design & Consulting

### INTERNATIONAL INDUSTRIAL FIRM

The Global Security department at this DHS-regulated firm relies on Vigil to provide a federated single-screen view of their facilities, and a high level of operational security with locations around the world.

- Evidence retrieval and sharing, using Clearance
- Access control changes, using ClearID
- Opening service tickets with local support
- Daily View Verification

### NATIONAL FITNESS CHAIN

A Signature Brand franchise with 100+ distributed facilities in the USA and Canada uses Genetec primarily for high-uptime video surveillance, which protects against costly liability events.

- System monitoring for consistent uptime and camera function
- Evidence retrieval and sharing, using Clearance
- Continuous end-user training
- Federation hosting
- Design & consulting

### MUNICIPAL INFRASTRUCTURE AUTHORITY

Vigil provides 24x7 monitoring and support for this vital public agency and liaises with local law enforcement.

- System monitoring for consistent uptime and camera function
- Monitoring for intruders
- Two-way audio

## BUSINESS TERMS

Annual pricing for Vigil is custom, and based on the number of cameras, sites, and scope of work. If you require cloud-based federation setup and user configuration, Vigil can perform that remotely for a startup fee.

## ABOUT US

New York-based Vigil is the **Genetec-only Managed Services** business unit of security technology integrator Dynamic Security. Dynamic is an experienced Genetec Elite-level dealer, founded in 1999 and with offices in New Jersey, New York, Florida, and São Paulo.

## CONTACT US

**Andrew Benkard, Vigil Sales**  
andrew.benkard@vigilmgt.com  
(609) 936-7230

**Vigil Support Desk**  
support@vigilmgt.com  
(844) 529-5445