



# DIJITAL SUPPORT CENTRE

EMPOWERING OPERATIONAL INSIGHT AND A  
SEAMLESS DIGITAL SUPPORT EXPERIENCE

POWERED BY 



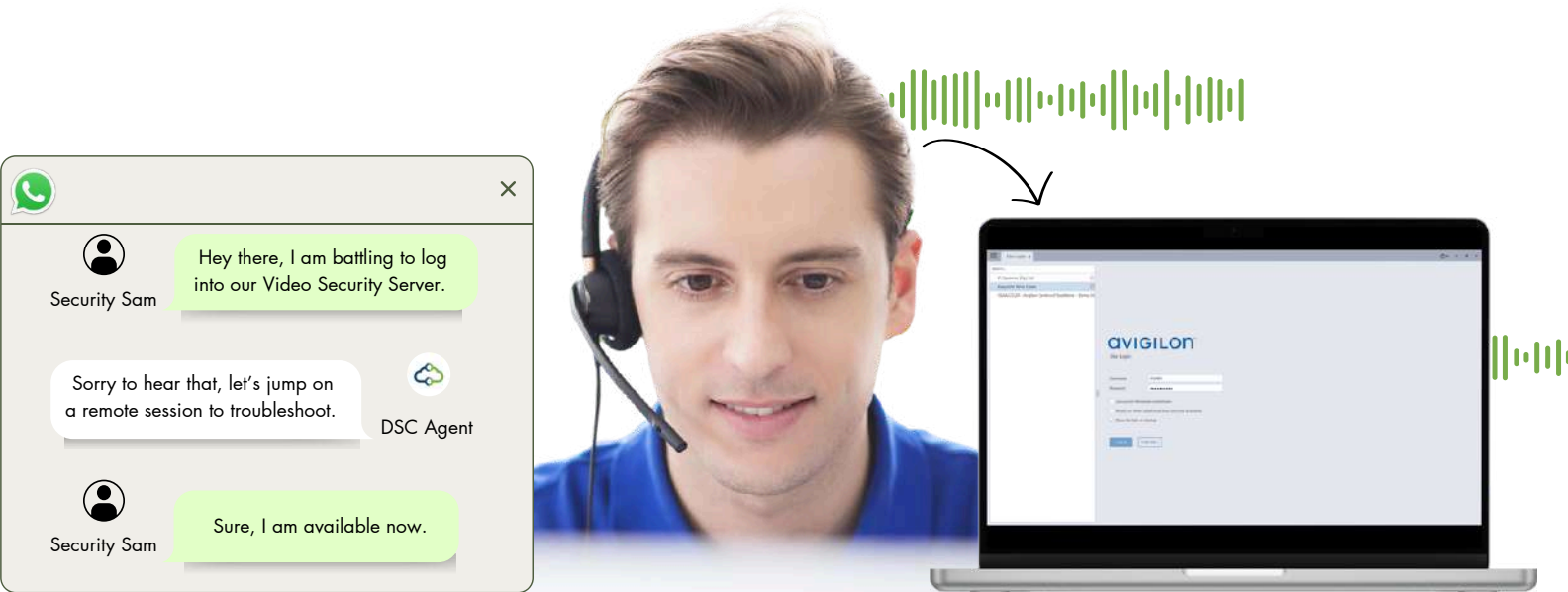
## OUR CUTTING-EDGE DIGITAL SUPPORT CENTRE IS WHERE TECHNOLOGY MEETS UNPARALLELED ASSISTANCE TO ENSURE A SEAMLESS DIGITAL EXPERIENCE.

Our comprehensive suite of solutions is designed to improve your technological security landscape, offering a spectrum of services including Virtual Technical Support, Proactive Device Monitoring, Preventative Maintenance, System Optimization, Remote Commissioning, Integration Support & Software Development, Operator Training, Mobile Device Management and Monthly Reporting.



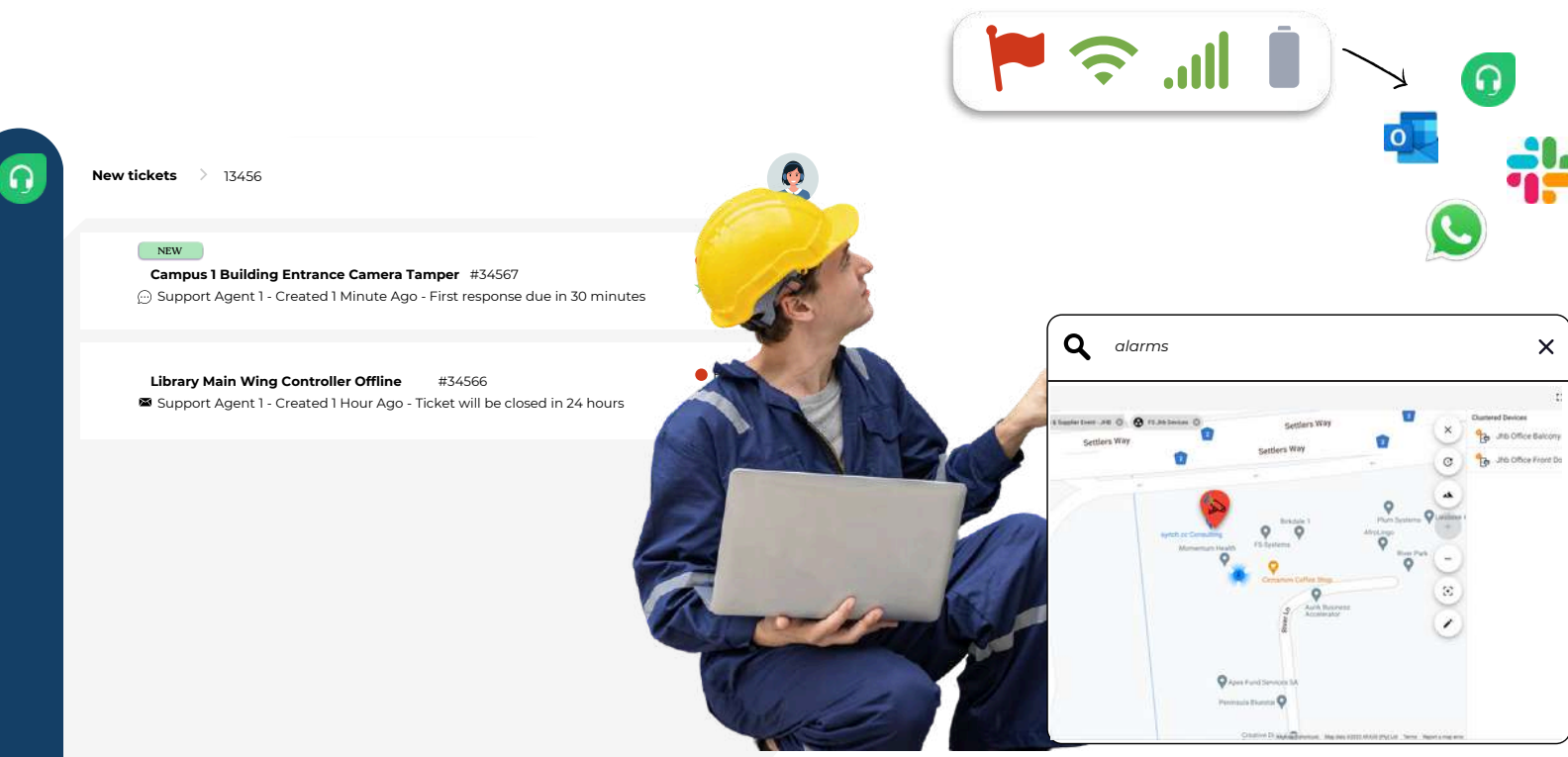
# VIRTUAL TECHNICAL SUPPORT

No need to call us out - our skilled technical experts are now ready to address your technical queries and challenges remotely! This service provides software support on specified security technologies such as troubleshooting hardware connectivity issues, configuration errors etc.



# PROACTIVE DEVICE MONITORING

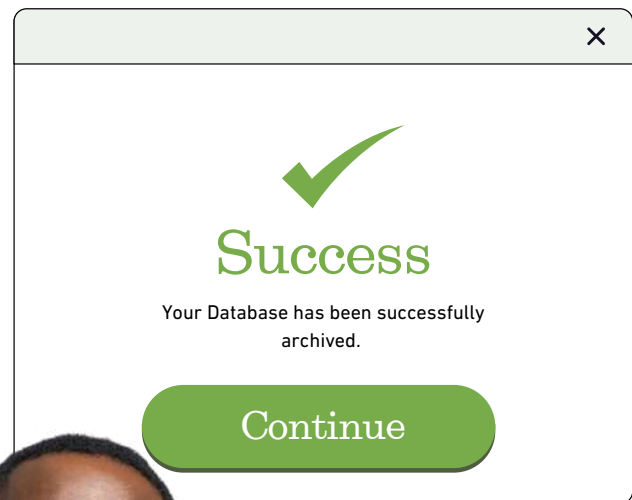
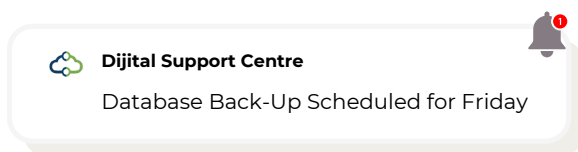
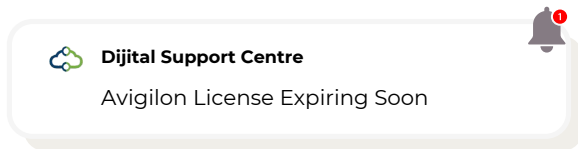
We know before you do! A proactive approach to monitoring critical events, enabling us to resolve issues before they impact your business, ensuring uninterrupted operations. Tickets are automatically created for defined events and monthly reports are available across all technologies and devices.



# PREVENTATIVE MAINTENANCE

Don't wait until the last minute to start routine maintenance. If systems are allowed to expand without proper oversight, they may pose a risk over time. In the best-case scenario, they consume valuable storage space, and in the worst case, they could pose a physical security threat. We apply advanced methodologies to enhance the longevity and efficiency of your systems through preventative maintenance tasks including:

- Manual checking of Database sizes and thresholds
- Performing routine Database backups
- Interrogation of software log files for potential anomalies
- Checking expiry dates of licenses
- Routine cleanup of old log files and archiving of old database data
- Monthly maintenance reports across all technologies and devices



**Gallagher - Access Control**  
Version 3.897 4 GB - Released March 25 2024

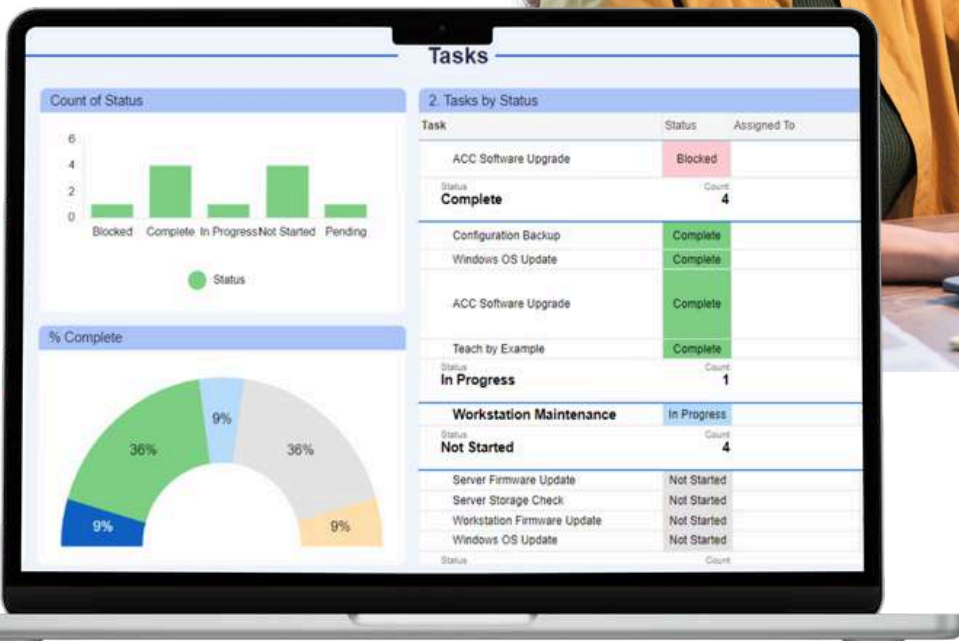
Open



**Sera4 - Bluetooth Locking**  
Version 1.893 29 MB - Released April 11 2024

Open

**Avigilon - Video Surveillance**  
Version 1.183 29 GB - Released February 2nd 2024

Open



 **Dijital Support Centre**   
System Health Check required

## SYSTEM OPTIMIZATION

Bolster your digital defenses against ever-evolving cyber threats and guard your security eco-system against potential vulnerabilities.

The Dijital Support Centre will ensure that your security software remains up-to-date with the latest compatible versions, complete timely implementation of critical software updates, maintain system compliance, and effectively mitigate risks.



# INTEGRATION SUPPORT & SOFTWARE DEVELOPMENT

The Digital Support Centre offers bespoke software development and integration support for security technologies. Whether you need a customized Identity Management solution, help with integrations, troubleshooting, or configuration changes, we can assist you. Our subscriptions include complimentary development support hours.

Connected

500 Internal Server Error 202 Accepted  
404 Not Found  
"userId" 200 OK

Status equals Completed

Collect log files  
Log file path: /Users/panagiotmitsopoulos/Documents/HYF/apr  
Dataset name: generic  
Custom configurations: join\_keys\_under\_root: true, json\_overwrite\_keys: true, json\_add\_error\_key: true, json\_expand\_keys: true

{"result": "Operate successfully"} DataError

## REMOTE COMMISSIONING

Reduce lead times and the cost of on-site commissioning of your security systems. Let the Digital Support Centre help to improve productivity in software commissioning tasks, such as setting IP addresses, integrating new equipment, configuring alarms/rules, setup of hardware and more.

Avigilon Control Center 5 Admin Tool

Control Center Server is Running

Shut Down

General Settings

Licensing Storage Backup

Network

Network

Service Ports

Base Port: 88880  
HTTP Port: 38880  
HTTPS Port: 38881  
UDP Port: 38882

51000  
51000 - 55000

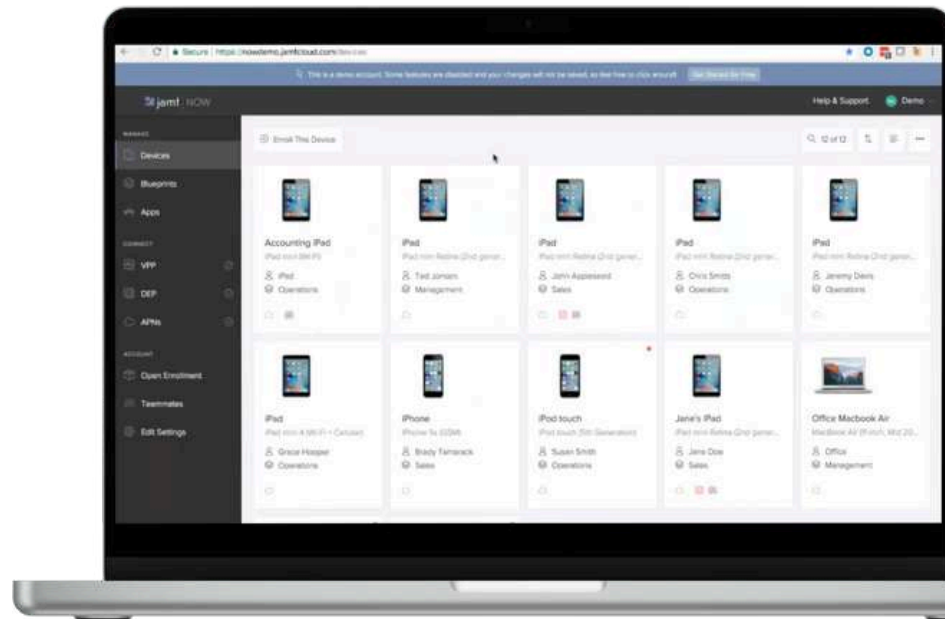
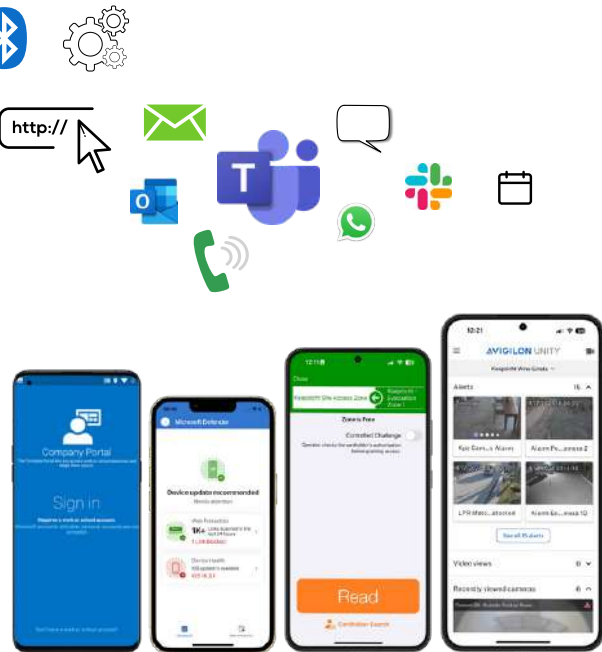
80%

50%

Start

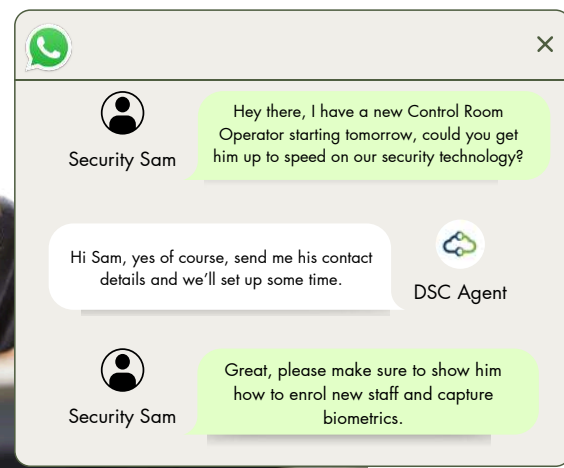
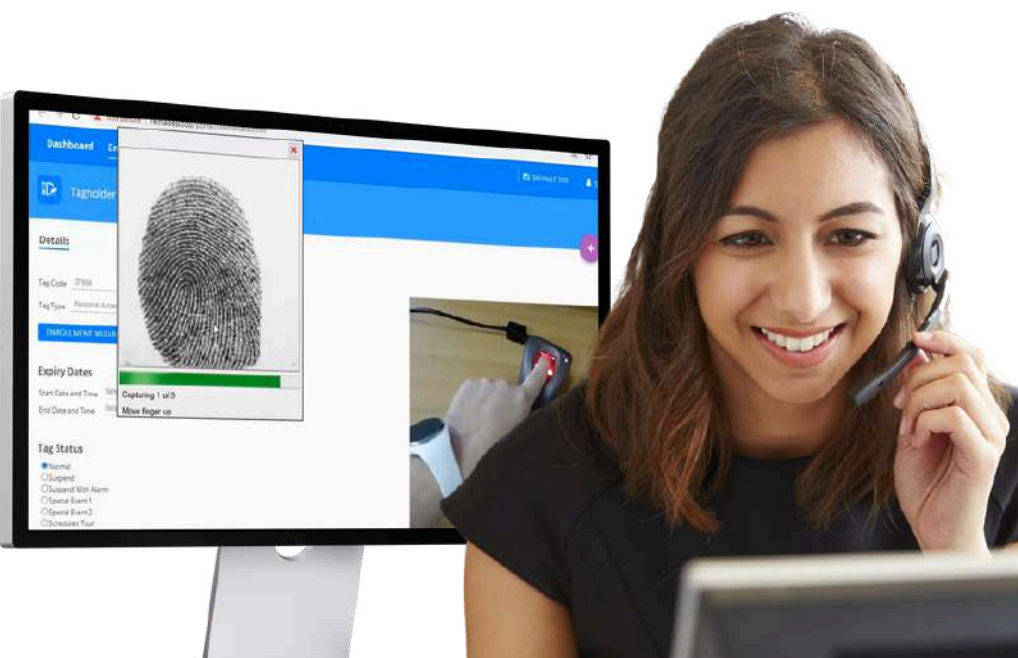
# MOBILE DEVICE MANAGEMENT

Centrally deploy, configure, and manage mobile devices (Android and IOS), ensuring compliance, enforcing security policies, simplifying onboarding and ensure devices only use authorized applications.



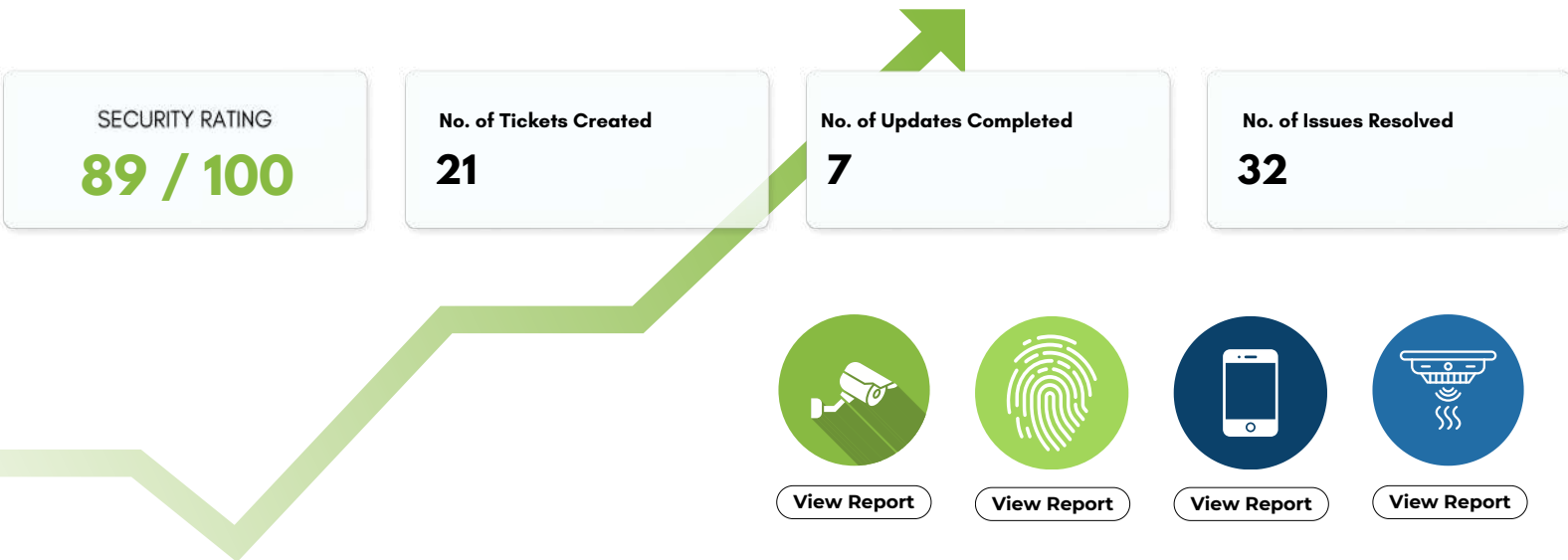
# OPERATOR TRAINING

Onboarding new team members? Get them up and running quickly with virtual training. We provide training to end users on how to navigate and use their security software. Performing basic functions such as capturing of cardholder details, enrolment of biometrics and credentials, generating access reports, retrieving footage, performing appearance searches and more.



# MONTHLY REPORTING

Enjoy custom Monthly Reporting on the performance of your monitored devices and security systems including equipment downtime, resolution times and support performance.



# BESPOKE CUSTOMER PORTALS

Your very own centralized hub tailored to your company's unique needs, providing a wealth of information and solutions at your fingertips. Users have the ability to submit and view ticket status' from their own Portal.

**View Site Plans**  
Find site plans and schematics for your sites here.

**FS Support Bot**  
Hello Security Sam,  
Welcome to the Dijital Support Centre!  
How can I assist you today?



# DIJITAL SUPPORT CENTRE SERVICES

MODULE	DESCRIPTION
Virtual Technical Support	<ul style="list-style-type: none"> <li>• Software support on specified security technologies including troubleshooting hardware connectivity issues, configuration errors etc.</li> </ul>
Proactive Device Monitoring with Dijital HMS	<ul style="list-style-type: none"> <li>• Automated ticket creation for defined events</li> <li>• Monthly event reports across all technologies and devices</li> </ul>
Preventative Maintenance	<p>Increases system reliability and prolongs equipment lifespan, as well as crucial safeguard against data loss, contributing to overall system reliability and business continuity. Preventative Maintenance includes:</p> <ul style="list-style-type: none"> <li>• Manual checks of Database sizes and Thresholds</li> <li>• Performing routine Database backups</li> <li>• Interrogation of software log files for potential anomalies</li> <li>• Checking expiry dates of licenses</li> <li>• Routine cleanup of old log files &amp; archiving of old database data</li> <li>• Fault simulation for response time measurement metrics</li> <li>• Monthly maintenance reports across all technologies and devices</li> </ul>
System Optimization	<p>Maintaining up-to-date software is crucial for ensuring optimal performance in your security system, guaranteeing continuous access to the latest cyber-secure versions of your electronic security systems. Optimization includes:</p> <ul style="list-style-type: none"> <li>• Ensuring Server Software is running on the latest compatible, stable release</li> <li>• Ensuring Client Software is running on the latest compatible, stable release</li> <li>• Ensuring Hardware is running on the latest compatible, stable firmware</li> <li>• Monthly optimization reports across all technologies and devices</li> </ul>



# DIJITAL SUPPORT CENTRE SERVICES

MODULE	DESCRIPTION
Remote Commissioning	Limited to software commissioning on specified security technologies i.e. setting IP addresses, adding new equipment, setting up alarms/rules, configuration of hardware etc.
Integration Support & Software Development	Limited to integration support on specified security technologies i.e. troubleshooting API issues, configuration changes etc.
Mobile Device Management	Mobile Device Management for Android and IOS. Centrally deploy, configure, and manage mobile devices, ensuring compliance, enforcing security policies, and simplifying onboarding.
Operator Training	Training provided to end users on how to navigate and use the relevant software. E.g. Capturing of cardholder details, enrolment of biometrics, generating access reports, retrieving footage, performing appearance searches etc.
Bespoke Knowledge Base Portal	<ul style="list-style-type: none"><li>• Personalized web portal specific to the customer site</li><li>• Access to generic product and site specific information and preferences</li></ul>

Need a quote?

Fill in your details and we'll get back to you!

[Get Quote](#)



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**Experience the future of tech support with our Digital Support Centre – where expertise meets technology to provide you with excellent, proactive digital support.**



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