



SYMMETRY™ PROFESSIONAL SERVICES

AMAG's Professional Services Department assists our Symmetry Authorized Resellers and end users with our versatile Symmetry product portfolio. Our team is available to collaborate with our Symmetry Authorized Resellers and end users to aid in the design, implementation, integration and product optimization of its Symmetry Security Management System. We believe by offering these service options we can provide the proper support channels for both our resellers and end users to receive exceptional customer service.

Authorized Resellers and end users are developed with an operation-focused mentality. An operation-focused mindset cultivates an alliance between the Symmetry Authorized Reseller, end user and AMAG, enacting a teamwork approach and synergy.

We understand the challenges of securing a building, campus or multinational conglomerate. AMAG's Professional Services Department works closely with Symmetry Authorized Resellers and end users to maximize the end user's investment and guarantee all of Symmetry's benefits are utilized to their maximum capacity. Working closely with end users, our team will construct a strategy that fully takes advantage of the Symmetry platform and provides the greatest value, now and into the future to increase the longevity of the Symmetry Security Management System.

AMAG's Professional Services Department works together with our Symmetry Authorized Resellers to carefully plan large system deployments and maximize through reporting, testing or custom scripts. The team's engineers (PSEs) have extensive technical expertise to maximize system functionality and have deployed thousands of complex security management solutions. The Professional Services Department helps Authorized Resellers and

end users meet rigid timetables and plan ahead for complex systems ensuring that important aspects of the project are reviewed and carefully considered.

Custom Solutions

Symmetry Custom Solutions, a division of AMAG'S Professional Services Department, is focused on delivering integrated custom solutions to meet the business critical needs of our customers. Custom Solutions helps to create efficient work environments by integrating systems such as access control, human resources, visitor management into one centrally managed platform using Symmetry. Many of the custom solutions developed can be applied to any businesses wishing to increase the efficiency and performance of their information technology. Solutions such as server monitoring, event monitoring and occupancy monitoring can increase monitoring efficiency and situational awareness by easily setting up parameters based on user defined requirements in Symmetry.

Professional Services

Our Professional Service Engineers can provide on-site assistance through the installation, configuration and upgrade phases of system deployment. Professional Services Engineers identify areas of concern and ensure that the Symmetry system is operating at peak performance. This service is recommended for complicated upgrades and large system deployments. On-site Professional Services include:

- Assistance with complicated deployments
- Upgrading existing systems
- Configuration and validation of installed systems
- System audits

FAT / SAT Testing

Factory Acceptance Testing (FAT) offers the end-user the opportunity to witness the working system before any equipment is installed at customer facilities. On-Site Acceptance Testing (SAT) can be performed at the installation location to verify system functionality. As systems become more complex FAT/SAT testing becomes an essential part of a successful deployment.

Fault Tolerant / Redundant Solution Implementation

The Professional Services Department maintains certification for all 3rd Party products supported by AMAG. Professional Service engagement begins with thorough customer planning and evaluation of optimized redundancy solutions, followed by on-site implementation of the selected solution. On-site custom training for the redundancy application can also be included upon request.

Remote Support / Remote Control

This service allows you to receive the same on-site technical expertise and support from a PSE from any computer in the world. This Professional service is recommended to assist experienced partners with system upgrades and complicated configurations. Remote Support and Remote Control services include:

- Remote upgrades
- System evaluations and health checks
- Configuration assistance
- System audits

Remote or On-Site Upgrades

Comprehensive upgrade planning and implementation is critical to smoothly transitioning to new technology. By integrating prescheduled upgrade support, the Professional Service Engineer will coordinate all pre-planning and testing functions, and provide personalized training on new features and functionality. Fully understanding the potential of new feature sets can substantially increase the ROI and overall product experience.

SYMMETRY PROFESSIONAL SERVICES OFFERING

AMAG is committed to providing exceptional customer service by offering its Professional Services Engineering and Management throughout each project phase and especially during the critical deployment phase of an installation.

Professional Service	Service Description
On-Site Professional Services	Assist on-site with complex system deployments and upgrades.
FAT / SAT Testing	Factory or On-Site System set up and testing.
Fault Tolerant / Redundant Solution Implementation	Thorough customer planning and on-site implementation of selected solution.
Remote Support / On-site Upgrade	Assist certified resellers with system upgrade and configuration.
Custom Reports	Assist certified resellers with custom reports.
Active Directory Integration	Custom Symmetry extensions to provide user and/or cardholder integration with Active Directory.
ExpressCluster Planning and Implementation	Pre-installation planning and training on deployment of the ExpressCluster redundant solution. On-site deployment support for ExpressCluster LAN or WAN.

Each Professional Services project will require a mutually agreed upon scope of work. A list of standard Professional services is available on our partner website and estimates for other custom solutions can be generated by contacting the AMAG Professional Services Department at proservices@amag.com or 800-889-9138.



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