AMAG Technology Professional Services

Security technology is critical to not only securing buildings, people and assets but also to shaping business operations. Organizations, therefore, need a new approach to managing technology that is better suited to the ever-changing business environment.

AMAG Technology Professional Services helps organizations maximize security technology to show investment value. By offering specialized technical expertise, resources and services, the department operates as an extension of a deployment team and collaborates with integrators and customers to ensure Symmetry is operating at peak performance.

How AMAG Technology Professional Services Can Help

Upgrade Windows 2012 / R2
With Microsoft support ending, our experts will install a new server or migrate your existing server. We can upgrade the operating system, Symmetry and all clients, plan the migration and execution, and deliver post-migration support.

Health Check
AMAG Technology Professional Services will analyze all performance aspects of a Symmetry system by capturing data from each server. A comprehensive report outlining

AT A GLANCE

- Upgrade Windows 2012 / R2
- Health Check
- Preventive Maintenance
- System Commissioning
- Site Acceptance Test
- Technology Strategy
- System Architecture
- Data Entry and Bulk Import
- Symmetry GUEST and CONNECT Support
- Custom Solutions
- Active Directory Identity Sync
- Symmetry Company Merge
- Elevator Destination Dispatch
- Flat File Import
- Symmetry CompleteView Video Support
- Third-Party Integration Support
- 24x7 Technical Support

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findings and recommendations will suggest additions and changes best suited to maximize the effectiveness of Symmetry Access Control software.

Preventive Maintenance

A deep dive into the Symmetry Access Control system includes analyzing data, optimizing configurations, and cleaning up old data. This will lead to a better user experience and help drive down costs by improving efficiencies and optimizing performance. You will receive preventive maintenance routines to help keep Symmetry clean.

System Commissioning

Using Symmetry best practices, our team will program all newly installed devices in the field and optimize your Symmetry system.

Site Acceptance Test

AMAG Technology Professional Services will assess a customer's existing programming and Symmetry configuration and produce a checklist the customer can use to determine if they are satisfied with their system or need more assistance.

Technology Strategy

This service will help customers develop and implement Symmetry-related IT strategies. A team member will meet with the customer for a full day to review and discuss their existing infrastructure and how it operates. At a second meeting, the customer will receive a full report and design proposal to review and consider for future system improvements.

System Architecture

The team will work closely with the customer to design their Symmetry infrastructure. They will understand the environment, including their software, hardware, operating system and integrations, and then build the infrastructure with the customer.

Data Entry and Bulk Import

AMAG Technology Professional Services can update outdated data and bulk import it into Symmetry, as well as help migrate data from third-party systems to Symmetry.

Symmetry GUEST Visitor Management and Symmetry CONNECT Identity Management

Our experts can assist with the installation and configuration of Symmetry GUEST and CONNECT. Whether it is hosted or on-premise, the team can assist with data clean up and ensure your system is running smoothly.

Upgrades

Upgrade planning and implementation ensures smooth transitions. Our team can upgrade Symmetry GUEST or CONNECT on an on-premise network, and either help integrators or perform an upgrade for Symmetry Access Control. In addition, they can upgrade the firmware on the Symmetry M2150 and Symmetry M4000 panels.

After an upgrade, choose if you want extended support for the upgrade. Extended support gives you a direct line to AMAG Technology Professional Services to resolve issues post-upgrade.

Custom Solutions

The team can build a custom solution per the customer's requirements, including creating custom reports using the Advanced Reporting module. Customization is approved prior to starting work.

Active Directory Identity Sync

Automatically coordinate onboarding/offboarding your staff by syncing Active Directory users with Symmetry cardholder records. Our experts will advise you on how the integration works, provide integration best practices, and assist with setup, testing and deployment.

Symmetry Company Merge

The team can merge multiple companies into one Symmetry company, streamlining security operations.

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Elevator Destination Dispatch
Symmetry integrates with all major elevator companies and our team can assist with integration deployment. Companies include Otis, Thyssen Krupp, KONE, Schindler, Mitsubishi, Motion Control Engineering and Fujitec.

Flat File Import
Import identity data into Symmetry from external standardized data sources like HR systems. The team assists with setup, testing and deployment.

Symmetry CompleteView Video
Our Professional Services experts can deploy Symmetry CompleteView VMS and perform upgrades.

Third-Party Integration Support
On a case-by-case basis, the team can help with the installation and configuration of AMAG-certified third-party integrations.

24x7 Tech Support
For customers without a Site Support Agreement and who need Platinum support, you can purchase the right to be added to the 24x7 technical support list.

Contact our team for more information:

North America & International
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