Services Designed for You

Part of a Complete March Networks Solution

At March Networks®, we sell more than just products. We offer end-to-end solutions that include a complete portfolio of services.

Why? To help you protect profits, improve operations, and get a complete view of your business through video. Our solutions ensure that you get optimal performance from your video surveillance investment and that video will always be there when you need it.

Whatever your requirements, March Networks Services have you covered:

- Managed Services
- Software Maintenance
- Consulting
- Warranty and Repair
- Technical Support
- Training

MARCH® networks

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Select the Services that are Right for You

Consulting Services

- **Solution Consulting Services** support you where you need it, whether you are designing a large IP video solution or rolling out a new software release across multiple locations. Choose from services offered remotely or onsite, including: Security Network Design and Architecture; Installation and Upgrade Planning; Product Specialization; Configuration Audits; and System Commissioning.

- **Video Management System (VMS) Quick Start Services** can help you reduce startup costs significantly through expert planning, deployment and configuration.

Technical Support

- Receive expert services and support from your March Networks systems provider or installer. We train and certify our partners to the highest standards on our solutions, so you get only the best professional care every time. And we stand behind them with an experienced technical support team ready to answer their questions.

- Access technical support online, via email, and via phone, complete with callback feature (Monday – Friday, 8AM – 7PM EST, with off-hours emergency support).

- Download GURU onto your iPhone, iPad or Android device to access troubleshooting tips, video tutorials, automated product information and more. With GURU, it's easy to check product warranty status, initiate an express RMA, or wirelessly provision your NVRs.

Consulting Services

Technical Support

Get tech support on the go with our industry-first smartphone application

Warranty and Repairs

In addition to our usual comprehensive warranty we also provide:

- **Extended Warranties:** Take advantage of our 1, 2 or 3-year extended warranties to protect your technology investments. Available for most March Networks products at the time of product purchase.
- **Repair and Return Services:** Even the most reliable systems sometimes need repair. Send us your March Networks unit and we'll repair and return it within 10 days of receipt.
- **Advance Replacement Services:** Can't wait for your unit to be repaired? Use our express service to obtain a replacement product in just 2 business days! All March Networks standard and extended warranties include no-charge Advance Replacement.

Training

- **For Your March Networks Certified Provider:** complete online training at no charge via our learning management system and Virtual Lab for hands-on training.
- **For You:** instructional video tutorials, freely accessible at **onlinetraining.marchnetworks. com**. Watch them at your convenience, from the comfort of your home or office.
- Most of our BICSI®-recognized certificates can be completed in under three hours.

Warranty and Repairs

Training

Our Managed Services are used by some of the world's largest organizations, and currently oversee the optimal performance of more than 45,000 recording systems.

Managed Video Network Services

Don't have the time or resources to manage your March Networks video surveillance solution internally? Our Managed Video Network Services could be the perfect answer for your organization.

March Networks provides video system health monitoring services to some of the largest retail, banking and transportation organizations in the world. Working from our Network Operations Center (NOC), our team of experienced professionals monitors the health of your video network and resolves issues remotely or provides detailed information to your local systems integrator, based on a well-defined escalation process.

We offer hosted, remote and on-site managed services, all of which minimize downtime and ensure video evidence is available whenever it is needed. This leaves you and your staff free to focus on your business. Managed services include:

- Automatic software updates, scheduled around your peak business periods
- Real-time system health and alarm monitoring
- Proactive repairs
- Automatic return and repair processing
- Upgrade planning and support
- Inventory reporting
- Auditing of configuration

Get a complete view of your network with the Insight dashboard reporting tool

Our managed services customers have access to our convenient Insight reporting tool, which provides an overview of your video surveillance installation via a secure, easy-to-use dashboard.

- View your entire installation – including all your devices and locations – on an interactive map
- Review service issues and product warranty information
- Check the status of support tickets to resolve outstanding issues faster
- Search and sort your system information into Microsoft Excel charts for trends and analysis or download a report of your complete video system inventory for future reference

Heatmap showing reported health escalations for all locations in your organization

Software Maintenance Agreements

Enjoy access to software upgrades, patches and even technical support assistance with our Software Maintenance Agreements (SMAs). Available in 1, 2 or 3 year plans, these SMAs extend your software support beyond the standard 90-day purchase warranty, and ensure you always have an expert to turn to.

Choose from two different service levels to get exactly the support you need:

- **Advance Level** – Email and telephone support Monday to Friday, from 8 am to 7 pm Eastern Time (ET)
- **Premium Level** – Email and telephone support, Monday to Friday, from 8 am to 7 pm ET, PLUS 24/7 emergency telephone support

SMAs are available for the following software products: March Networks Command™, March Networks Searchlight™, and March Networks Business Analytics.

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