

# DVTel Global Services

## Professional Services



### Focused Attention To Customer Needs

DVTel's Global Services division offers its valued dealer base a portfolio of professional services to address the needs of a given customer site. The range of services currently offered include: iSOC Commissioning Assistance, On-Site Administrator and Operator Training Courses, Acceptance Testing, and iSOC Server, Storage, and Workstation Staging.

#### iSOC Commissioning Assistance

iSOC Commissioning Assistance involves the on-site visit of a DVTel Technician to assist the VAR with upfront installation and / or closeout system commissioning. This service is intended to be used as a basic training exercise for the certified VAR and / or End User, as well as a sanity check of installed system elements. Typical uses of commissioning assistance for upfront installation involve the initial configuration of system elements to ensure VAR technicians employ best practices in system installation. Closeout commissioning assistance typically entails a review of the installed iSOC system and informal training of End User personnel.

#### On-Site Training

Formal On-Site Training Courses are available for End User Administration and Operation personnel. The agendas of both courses is highly flexible, but typically include the following topics: The standard System Administration Course reviews the AdminCenter application, including the creation of Users and User Groups, setup and configuration of edge devices (i.e. Live and Recorded Video Profiles), and System Alarm creation and association. The standard System Operator Course provides an overview of the ControlCenter application, including best practices in tile navigation, PTZ control, system queries, and video playback.

#### Acceptance Testing

Both On-Site and Factory Acceptance Testing are available to ensure compliance with project closeout requirements. These services entail the creation of a formal Acceptance Test Form based on the requirements contained in the project specification. This form is then used as the basis of the formal testing with authorized representatives from the End User, VAR, and DVTel.

#### iSOC Server, Storage, and Workstation Staging

iSOC Server, Storage, and Workstation Staging Services are available within each of DVTel's Regional Offices to ensure compliance with system configuration requirements prior to on-site installation. This service includes the installation of all Windows Service Packs, Critical Updates, and Recommended Updates; configuration of Windows Application and System Event Logs; configuration of OS Performance Settings per recommended best practices; initial setup of RAID-5 storage arrays; and sanity testing of all hardware components. A detailed spreadsheet is developed for each device staged containing a checklist of staging services performed, snapshot of system configuration at time of staging, and detailed description of the Device Naming and IP Addressing Convention employed.

**DVTel offers a full line of IP Physical Security Solutions to meet your every need. Please visit our website at [www.dvtel.com](http://www.dvtel.com) to explore your options.**