

DVTel Global Services

Professional Services - Commissioning Assistance



Peace of Mind for your iSOC V6 Deployment

Commissioning Assistance entails dedicated remote or on-site resources to assist installers with a successful iSOC™ security project. This service enables Value-Added Resellers to offload the risk of configuring the security software platform to the manufacturer, as well as enabling End Users to benefit from having their security platform optimized by iSOC™ software specialists.

Each instance of a commissioning assistance service will be defined by a Statement of Work agreed to between the systems integrator's project manager and DVTel's services division. Typical uses of commissioning assistance include: initial software installation and configuration, close-out review of installed system elements with training of End User personnel, and deployment of advanced features or third-party integrations.

Expectations of the Value-Added Reseller (VAR)

The scope of the VAR's responsibility in the commissioning assistance service includes the physical installation and initial setup of all system elements to be reviewed. A sample list of the responsibilities contained within the VAR's scope of work is as follows:

- Provide network diagram and IP Address scheme detailing all iSOC server, client, and edge elements
- Physical installation of network infrastructure, iSOC servers, and client workstations
- Connection of monitor, keyboard, mouse, and / or KVM for each iSOC server
- Connection of all cabling (power, network, and coax as required) to edge device used during commissioning assistance
- On-site presence of certified technician during installation assistance time period
- Arrange on-site presence of third-party vendors during installation assistance and testing as required
- Identify, and have available at the appointed time, end user personnel designated for training

Sample Statements of Work

The following represent sample Statements of Work provided to customers utilizing DVTel's Commissioning Assistance service. The particulars of a given project's SOW will be finalized during a conference call with representatives of DVTel's Service Division.

Sample I - Three-Day SOW:

- Configuration of a subset of iSOC™ elements as follows: (10) Edge Devices, (3) System Users, and (3) System Alarms per VAR-provided specification
- Testing of the system for proper operation, per DVTel-provided checklist, and troubleshooting of aforementioned equipment
- Backup of System Configuration
- One day Basic Operator Training

Sample II - Five-Day SOW:

- Configuration, Testing, and Backup of iSOC™ platform as above, plus:
- Advanced feature setup, including: Fail-Over NVMS Directory / ACMS Host, Redundant Archiving, or Audio Recording
- Basic third-party integrations, including: keyboard emulation, ASCII interface, or XML interface
- One day Basic Operator Training
- One day Basic Administration Training

DVTel offers a full line of IP Physical Security Solutions to meet your every need. Please visit our website at www.dvtel.com to explore your options.