



Engineering Services

ANALYSIS, SYSTEM INSTALLATION, TRAINING AND SUPPORT

Intorel engineering services provide in-depth analysis of your company's specific requirements and tailor the Visionic system to support your local, unique policies. Thanks to the engineering expertise and years of experience Intorel team can manage the complete life cycle of monitoring and control system implementation from development and verification to the successful integration, testing and certification.

Engineering services include:

- 1. Detailed analysis of your specific requirements**
- 2. Integration of all your devices into a single screen**
- 3. Hardware provision and installation**
- 4. Software installation, design and customization**
- 5. Training services**
- 6. Support and maintenance**



- 1. Detailed analysis of your specific requirements.** Regardless of a size or complexity of the system, Intorel team of highly motivated professionals can offer you a solution which will cater all your unique requirements. After being established as a market leader more than a decade, our team can immediately spot and point out the key issues and challenges related to your system. The proposed solution will enforce the local policy decisions and easily assimilate with your existing systems.
- 2. Integration of all your devices into a single screen.** Majority of our customers are using equipment produced by different manufacturers, special devices and wide range of connection protocols. Intorel can offer you integration of all your heterogeneous satellite and broadcasting devices into a single platform. You can now monitor and control all your systems at a glance, given that they are all available on a single screen. Visionic central repository stores more than 500 device drivers, which makes it compliant with enormous range of devices, regardless of the manufacturer. It supports almost all connection interfaces available on the market.
- 3. Hardware provision and installation.** Each and every subscriber to Visionic engineering services is entitled to free consultation about the necessary hardware required to run the system. In addition, Intorel will carry out the complete process of purchase and installation of the equipment you have selected.
- 4. Software installation, design and customization.** If you wish to outsource the installation, design and runtime phase of the software implementation, we can do it instead of

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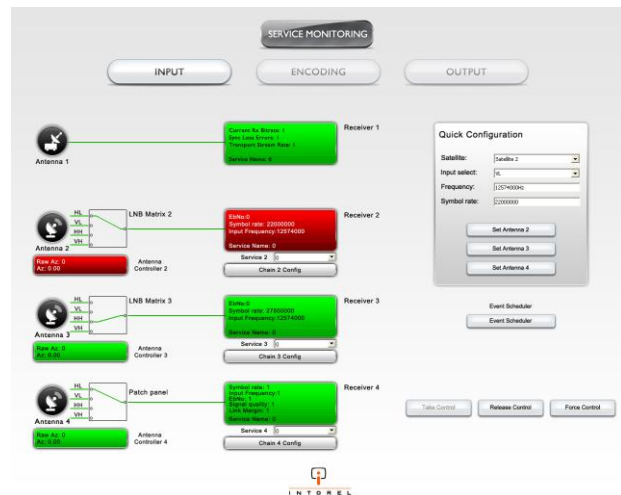


you. After we complete the software installation, we will create design files and import the necessary settings in your runtime environment. System testing and verification is included. Should you decide to customize the software, add or remove equipment, we will edit your design files and change or extend functionality in application files. After carrying out the complete system implementation life cycle, Intorel will simply hand you over the keys of your new M&C system.

Does this look familiar?



Don't worry; we will turn it into a single screen.



5. **Training services.** Intorel training is the most efficient way to get a full grasp of both theory and application of Visionic products and its features.

SUBSCRIBER can choose from an array of proposed courses and certifications:

- Operator Training Session(s)
- Engineer Training Session(s)
- Advanced Training Session(s)
- VISIONIC Technician Certification
- VISIONIC Engineer Certification

Once the training is brought to its end, if subscriber's personnel have successfully accomplished the software certifications the subscriber will be registered as Qualified Service Company in the Visionic Manufacturing Directory.

6. **Support and maintenance.** Intorel website (www.intorel.com) is a source of diverse technical documentation, tutorials and white papers, reserved exclusively for customers subscribed to the service of maintenance. Subscribers have 24/7 access to up-to date information, posted on daily bases. Online resources create an interactive base of knowledge to ensure understanding of principal product functionalities and ways to maximally benefit from your software.

In addition, subscriber is proposed with a wide range of support options, whereas it is up to you to choose the service policy that entirely meets your needs.

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