

# Proactive CCTV Maintenance from Lifeline Alarms & Security Services

Ensuring your CCTV is working when you need it most.



Your CCTV systems protect your people, customers, assets, and buildings.

We want to ensure it stays that way, which is why we offer a CCTV maintenance service with a difference.

Our unique Proactive CCTV Maintenance service ensures your CCTV systems are operational 24/7.

By monitoring and detecting CCTV issues around the clock, and reporting them directly to our service team, they can be resolved **before they become critical.**

## AUTOMATED CHECKS

24/7 Remote Checking.  
Automated fault reporting.  
Reduced system downtime.

## RAPID RESPONSE

Immediate fault notification.  
Proactive remote response.  
Targeted service visits.

## CUSTOMER REPORTS

Daily System Status emails.  
Reports by region or site.  
Live status web pages.

## What is Proactive Maintenance?

Proactive CCTV Maintenance from Lifeline Alarm Systems is an innovative way to ensure the operation and integrity of your CCTV systems.

By identifying and targeting systems identified with faults, vandalism, or tampering, we can reduce your system downtime and security risks.

## How does it work?

Proactive CCTV Maintenance works by automatically connecting to your CCTV systems remotely 24/7, and retrieving live diagnostic and operational information.

This information is analyzed and alerts are automatically sent to our service team, who verify and fix them remotely if possible, or schedule a service visit to your site.

## Why Proactive Maintenance?

Issues with your security systems could be putting your business at risk if they are not detected and rectified in a timely manner.

Traditional 'annual' maintenance may leave you vulnerable between service visits, if issues are not discovered and reported before an incident occurs.

Proactive CCTV Maintenance from Lifeline Alarm Systems detects and reports issues as they happen, ensuring your CCTV systems are fit for purpose when you need them most.

**lifeline**  
alarms & security  
services



# Benefits

Proactive CCTV Maintenance from Lifeline Alarm Systems has a number of benefits over traditional CCTV Maintenance. Including:

## 24/7 System Checks

Your systems are checked every hour of every day, so faults and issues can be detected and resolved in a timely manner, **before they become critical.**

Your systems are automatically checked for faults, tampering, and vandalism which affect their performance:

System Connection Check	✓
Camera Failure Check	✓
Recording Status Check	✓
Record Duration Check	✓
Time Accuracy Check	✓
Image Integrity Check*	✓

\* Available on compatible systems.

## Image Integrity Checks

On compatible systems, the integrity of the images can be checked automatically.

We are alerted if your cameras have been tampered with, obscured, moved, out of focus, or too bright or dark.

## Daily Status Reports

You can receive a daily status report email which shows a 'snapshot' status of your sites in one email.

## Live Status Viewer

You can also be provided with access to see the live status of your own sites on your phone, tablet, or browser.

## Scalable maintenance service

Proactive CCTV maintenance from Lifeline Alarm Systems is scalable to monitor an unlimited number of sites.

So whether you have a handful of sites or thousands of sites, your CCTV systems are checked and maintained proactively.

## FEATURES

- Issues are detected automatically.
- More effective CCTV maintenance.
- Targeted service visits.
- Reduced system downtime.
- Daily system status reporting.
- Live web page view.

Contact us for more information about our unique Proactive CCTV Maintenance service, and see how we can reduce your CCTV downtime and risk.

