

SECURITY SOLUTIONS GUIDE

Integrated Security Solutions for Today's Business



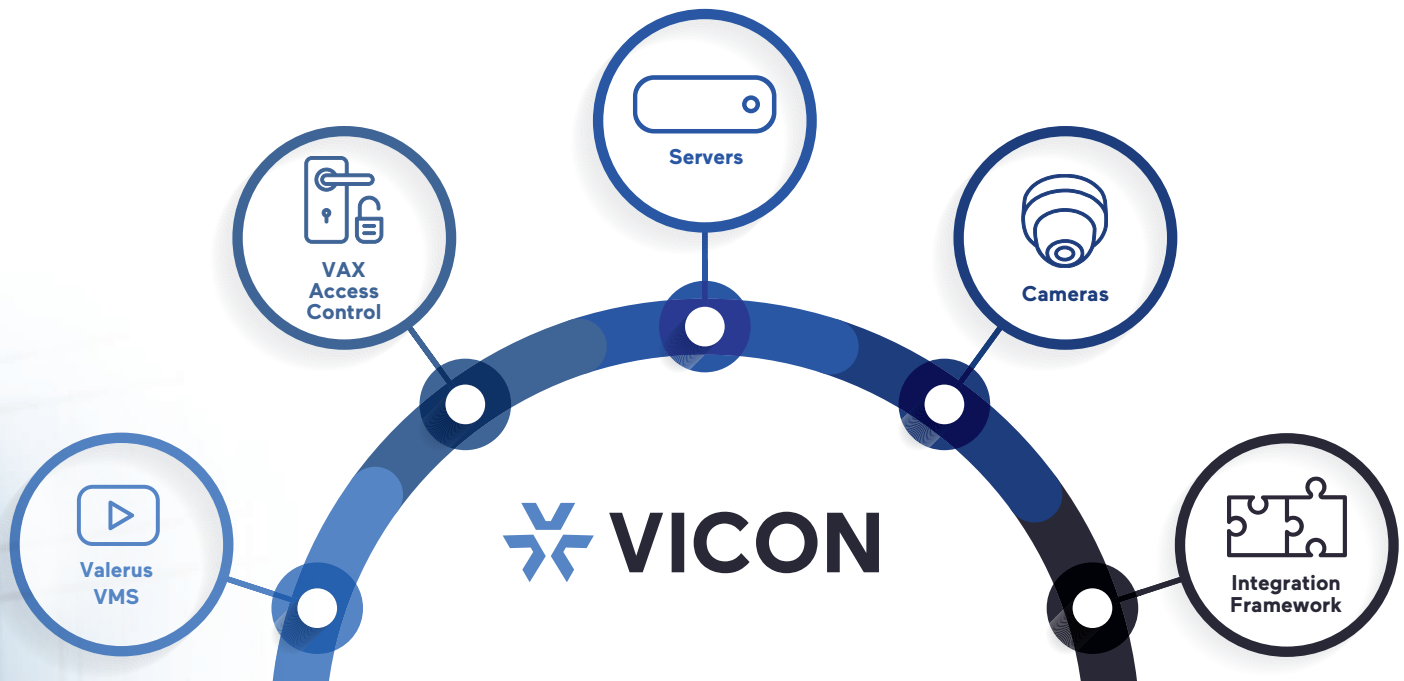
You Have an Important Decision to Make

First Step: Choose the right supplier.

Make sure your security solutions provider offers a true end-to-end solution, with established integration partners, innovative technology, knowledgeable 24/7 customer support, and scores of delighted, long-term, repeat customers. For over 55 years, companies and businesses of all sizes have placed their trust in Vicon's Security Solutions. Our global customer base is over 40,000 strong and spans a diverse array of industries, from the smallest franchisees, to enterprise Fortune 500 companies, to complex campus environments.

Leveraging the investment your company has made in security, surveillance, and facilities management can be an intimidating undertaking. **Choosing the right tools to help you integrate, deploy, and manage those resources is your critical first step.**

A robust, end-to-end security solution is essential to the safety and security of your employees, customers, property, and assets.



Vicon delivers those end-to-end components that make up your comprehensive solution, and our integration framework allows you to manage everything as one centralized system, optimizing your security operations—locally, across multiple sites, and across the globe.

Manage your surveillance infrastructure with confidence.

Valerus Video Management Software (VMS)

Loaded with powerful features to improve response times, expedite searches, and reduce ongoing maintenance costs—Valerus streamlines every aspect of your security operations.

Application and Recording Servers

Our servers bundle the Valerus software, the recording software, and the Windows operating system, pre-installed, pre-tested, and certified for plug-and-play operation out-of-the-box.

VAX Access Control

Centralized and interactive monitoring and management of doors, elevators, and other protected areas, locally and at multi-site locations.

Award-Winning Camera Portfolio

Having the right camera for your application is like having the right tool for the job, so we offer a diverse lineup to address our customers' requirements, no matter how challenging.

Integration Framework

This is the backbone of our data integration ecosystem, and allows us to roll out new integrations easier and faster to meet a variety of applications.

There's a Lot of Information Out There

Pulling it all together and helping you manage it—from a single user interface—is where Valerus VMS comes in.

Valerus provides all the features users count on to make their jobs easier and more intuitive. Its sophisticated—yet simple and flexible—interface helps you monitor video, audio, alarms, access control, license plate recognition (LPR), and system health, in real-time. Plus, it exponentially reduces the time you spend on post-incident investigations, and allows you to deploy and maintain your surveillance infrastructure with ease. Valerus software runs on a variety of platforms—from a small independent Workstation, to a Vicon Application Server, to a large-scale virtual machine—to meet any customer application.



Valerus is a unified platform that allows you to monitor not just your video, but your integrated applications like access control, LPR, gun detect, and air quality—all from a single UI.



Click or scan to see the Valerus integration with gun detect technology

“Valerus licensing was less expensive than all the other VMS systems. Centralized management, remote access, and a customizable user interface help our team use the system to its maximum potential.”

VP of Facilities, Major Health Partners



Interactive Maps

Let you control a variety of components (e.g., door strikes and PTZ movements) via icons overlaid on maps of your facility.



Virtual Matrix Display Control (VMDC)

System Administrators can control a large number of monitors, or a monitor wall, through a single interface, eliminating the need to manage each Client individually.



Precision Search Tools

Expedite investigations and help you find, review, and export critical evidence with ease.



Protect Your Data

With advanced cybersecurity settings and server redundancy.



Platform Centralization

Lets you interact with other applications, like access control, LPR, and gun detection, directly from the Valerus interface.



Customized User Interface

Based on job responsibility and language of preference dramatically reduces the learning curve.



Remote Storage and Auto Archive

Map directly to, and store video on remote devices, including a NAS device, someone else's computer, another server, a data center, or the cloud.



Intuitive Dashboards

Dramatically simplify day-to-day system administration operations, even for the most complex surveillance infrastructure.



Auto Discovery and Configuration Tools

Help facilitate a seamless installation.

Alarm monitoring and response made easy.

Sophisticated alarm management can help you respond to critical situations quicker and more efficiently.



You can configure alarm inputs (like intrusion) to automatically trigger relay outputs (like a door strike) in response to critical situations (like a perimeter breach).

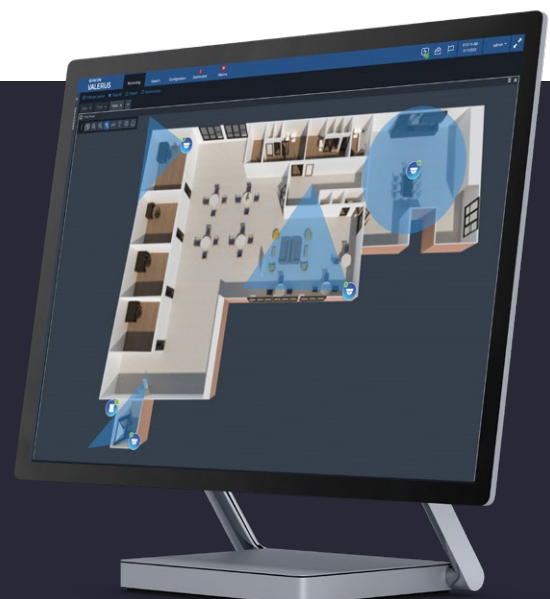
All alarm activity is recorded, providing you with an official record, complete with associated video and what action was taken by the operator.

Arm operators with specific step-by-step procedures they can follow in the event of an alarm, which helps eliminate guesswork.

The powerful VAX Action Plans are now available in Valerus, so in the event of an alarm, a series of responses is automatically triggered.

Better visualize your security operations.

With interactive mapping, you'll see icons of resources like cameras and readers overlaid on floorplans or maps of your facility. You'll get instant notification of alarms, watch live or recorded video right from the map, and interact with devices like door strikes to lock and unlock doors.



When it comes to speed of investigation, you'll win!

AI-based analytics deliver substantial time savings when it comes to post-event searches because they filter out non-relevant motion-based events. By applying object classification rules, you'll limit your searches to just people and/or vehicles, as opposed to all motion. Hours spent searching through video can now be reduced to minutes, so you can find what you're looking for.



Museum Search

Search for motion in an area of recorded video, and receive a list of all events that occurred within that area. By searching only for motion triggered by people and/or vehicles, in designated areas, and within a certain time period, you will reduce the amount of non-relevant video you watch.



Thumbnail Search

Thumbnail versions of video help you search for specific incidents or a specific time frame in your video. Hover over a thumbnail to enlarge it so you can see the detail in the picture. Click on a thumbnail to jump to that specific date and time in the recording.



Event and Alarm Search

Quickly zero in on events and alarms to expedite your investigations. You can find a variety of events—from AI-based camera analytics, to LPR and Access Control events—in just a few clicks.

“The Valerus system features a very easy-to-use interface that doesn't require a lot of technical experience, which allows us to do what we need to do.”

Managing Partner, Play Dog eXcellent

Keep all of your devices working optimally with Valerus health monitoring.

When you're in charge of managing and securing a large enterprise application—with potentially tens of thousands of cameras and recording devices—how can you keep track of the status of all those components and your network in real-time? The Valerus health dashboards give you an at-a-glance summary of your infrastructure, so you can quickly filter on issues and pinpoint concerns BEFORE a truck roll is needed.

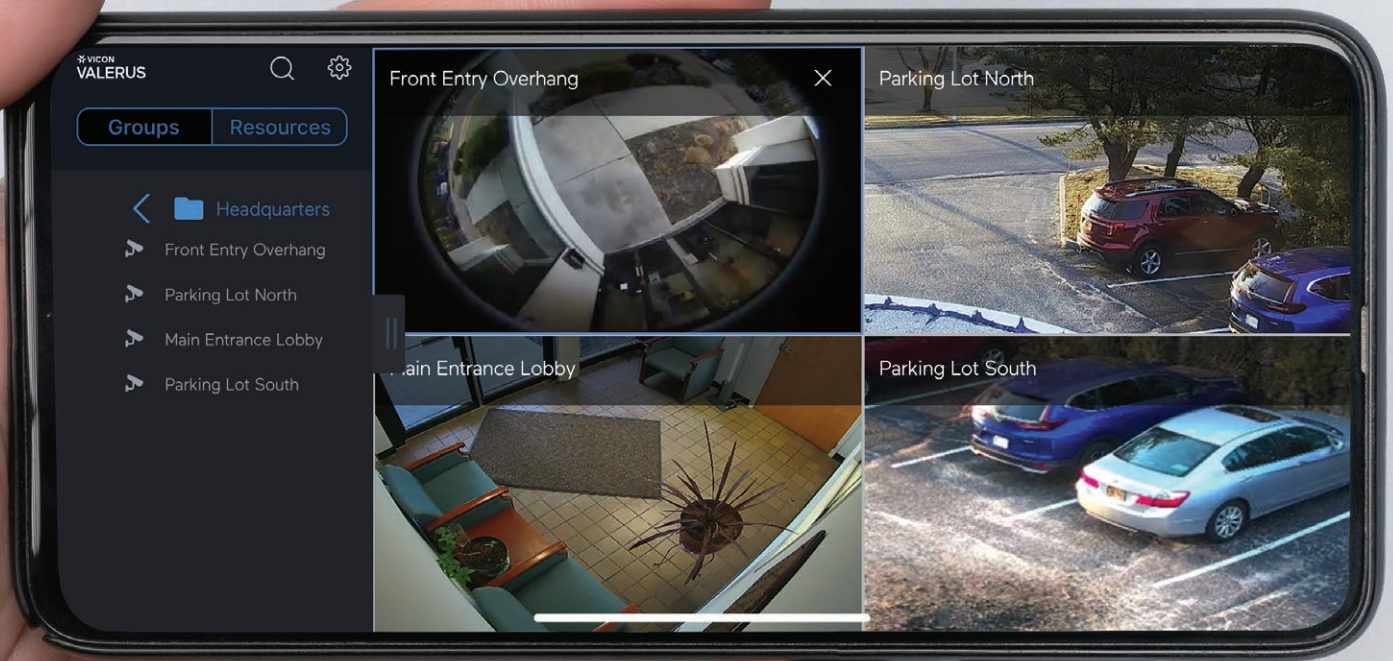


Check in on your business from wherever you are.

The Valerus app lets you view live and recorded video on your smartphone or tablet. Remotely conduct a “virtual patrol” to assess the situation in advance, prior to taking action.

Plus, you can stream video from your phone directly to Valerus, which is perfect for documenting live on-site patrols.

The app runs on iPhones, iPads, and Android devices, and you can download it for free from the Apple or Google Play App stores.



If you're logged into Valerus, you can get notifications on your smartphone about events that are important to you.

Choose the Valerus offering that's right for your business.

Features	PRO	ENTERPRISE
Maximum number of devices per system	Unlimited	Unlimited
Maximum number of simultaneous clients	Unlimited	Unlimited
Maximum number of recording days	Unlimited	Unlimited
Object-based recording	<input type="radio"/>	<input type="radio"/>
Museum Search (with AI filters)	<input type="radio"/>	<input type="radio"/>
Health Dashboard	<input type="radio"/>	<input type="radio"/>
Audit log	<input type="radio"/>	<input type="radio"/>
Virtual Matrix Display Control (VMDC)	<input type="radio"/>	<input type="radio"/>
Alarm management	Limited	Full
Integration with Vicon's VAX and LPR solutions	<input type="radio"/>	<input type="radio"/>
Integration with 3rd party applications (e.g., gun detection and air quality)	<input type="radio"/>	<input type="radio"/>
Scheduled auto-archiving		<input type="radio"/>
Map storage to network drive		<input type="radio"/>
Cloud-based storage		<input type="radio"/>

"There are no limits to features or different ways to navigate if you're using a mobile device or connecting remotely."

Security Director, Cathedral of St. John the Divine

Check out the Valerus TRY version!

Vicon offers a free trial version of Valerus software that includes fully functioning demos so you can try before you buy.



Vicon's Server Line Scales in Performance to Match Your Requirements

Bundled with the Windows® OS and Valerus software, our servers provide you with a single interface to manage your entire surveillance infrastructure. Pre-installed, pre-tested, and certified for plug-and-play operation out-of-the-box.



More Throughput

Get higher throughput so you can manage more cameras than ever before.



Activate in Minutes

Simply activate your license in a few simple steps and you're ready to go.



Preloaded for Faster Installs

Valerus comes pre-installed and pre-configured, cutting down installation time.

Recording Servers communicate, stream, and record video and audio from the edge devices.

- JBOD versions accommodate up to 32TB storage, 100 cameras, and 200Mbps throughput
- RAID 5/6 versions accommodate up to 520TB storage, 250 cameras, and 800Mbps throughput
- Available in small, 1U and 2U rack mount



Application Servers centrally manage the system, run the web server, and service the web clients.

- Available in 1U rack mount
- Incorporates dual redundant power
- Also includes Vicon's VAX Access Control application software



Client Workstation Servers run Valerus VMS in a web browser for a powerful user interface.

- Accommodates up to four 4K monitors
- Available in 1U rack mount, and small and micro tower form factors



Run all Cameras at 4K

Powerful processing lets you to run all of your cameras at the highest frame rate and resolution.



5-Year Warranty

All servers are backed by a 5-year warranty with next business day, on-site support.



Trusted Technology

Built with Dell® & Intel® technology for long-lasting performance.

VAX ACCESS CONTROL

Mitigate Security Breaches and Improve Building Automation





Configuration Settings

Copy your configuration settings (like users, crisis levels, access groups, devices and scheduling, and camera config) from one system and apply them to another.



System Overview Dashboard

A color-coded dashboard is displayed as soon as you log in, so you'll get immediate intel on system health and status.



Video Integration with Valerus VMS

Improve situational awareness and get more thorough post-incident event analysis through VAX's integration with Valerus.



Scales with Your Business

VAX accommodates any size business, from small to enterprise, with the ability to easily upgrade as your business grows.



Browser-Based Software

Eliminate the need for custom software installs at each workstation.



Open Supervised Device Protocol

OSDP supports end-to-end encryption between the reader and the panel.

Deploy a highly secure access control solution.

The comprehensive VAX offering can be tailored for your unique requirements—door by door, building by building, across multiple sites, and across the globe.

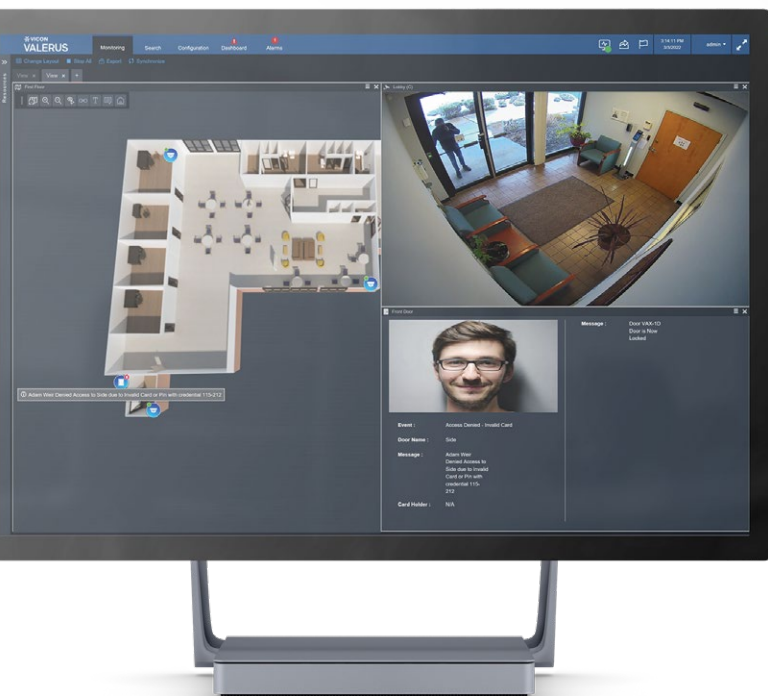




VAX Software provides centralized monitoring and management of access to doors, elevators, and other protected spaces.

- Web-based interface includes hot buttons for daily tasks, an overall summary screen for reminders, and tree formatting for quick viewing.
- User time tracking reports provide a user-by-user summary of total hours spent within a defined area.
- Get detailed reports on user, door, floor, input, and output activity, and save those reports in a template.
- Create custom ID badges directly within VAX—no 3rd party software required.
- Monitor doors that are not controlled by VAX.
- Integrates with your existing security systems, like fire, intrusion, video, and elevators, for a holistic building security solution.
- The flexible scheduler easily accommodates an ever-changing calendar, including the option to schedule a one-time event (like an evening meeting), then automatically revert back to the regular schedule.
- Over-the-door controllers include a “request to exit” motion sensor, status LEDs, and on-board communications.

Manage your access control assets via interactive maps of your facility.



Interactive icons of doors, readers, etc. are overlaid onto maps of your facility.

- See alerts, door state, door notifications, and access notifications right from the alarm list and interactive maps for an all-inclusive view of your facilities.
- Enable door overrides, which will speed reaction time if you catch something on-screen.
- Find and bookmark VAX events in corresponding video feed.



Door



Door Alarm



The flexible VAX hardware suite seamlessly integrates to provide an all-inclusive solution that's easy to install, maintain, and expand.

- **Door Controllers**

Offered in a variety of models (1-door to 16-doors) and form factors (over-the-door mount, wall mount, and rack-mount), and can include a built-in power supply.

- **Elevator Controllers**

Control access for four cabs and up to 64 floors.

- **I/O Controllers**

Handle up to 64 alarm inputs and relay outputs incorporated into the VAX system.

- **VAX Servers**

Contain the VAX software and Windows® operating system pre-loaded onto a high-performance server.

- **VAX Readers**

Available in a variety of models (e.g., Bluetooth, smartcard, proximity), mounting options (e.g., metal doors, mullions, single-gang box), and protocols (Wiegand or OSDP). A variety of card credentials (smartcards, proximity cards, and fobs) are also available.

- **3rd Party Integrations**

Vicon continues to choose leading-edge technology partners—like Schlage and DSC—to integrate with VAX.



VAX MOBILE APPS

VAX Mobile Apps: Convenience at Your Fingertips

You're never without your smartphone, right? Why not use that to your advantage—use your phone to unlock your doors, grant access to visitors, and even control and manage administrative tasks within VAX.

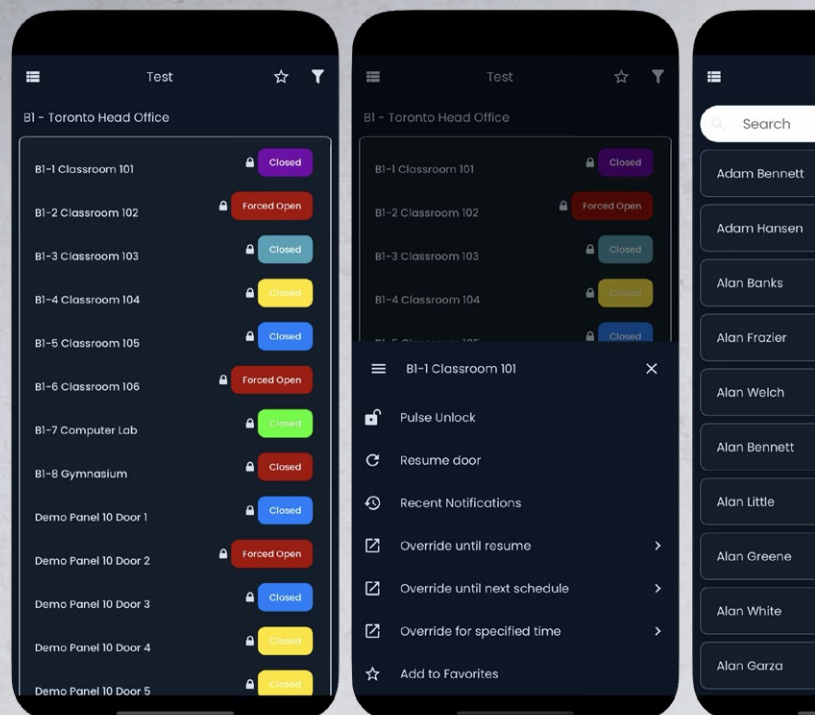
All VAX Mobile Apps are compatible with iPhone and Android devices, and are available for free via The App Store and Google Play.



VAX Mobile App

Remotely manage your VAX system on the go, from wherever you are, and control most day-to-day administrative tasks, via a smartphone.

- Unlock and override doors, floors, inputs, and outputs.
- Add, modify, and delete users.
- Initiate Action Plans—one of the most powerful VAX features.
- Control multiple sites.

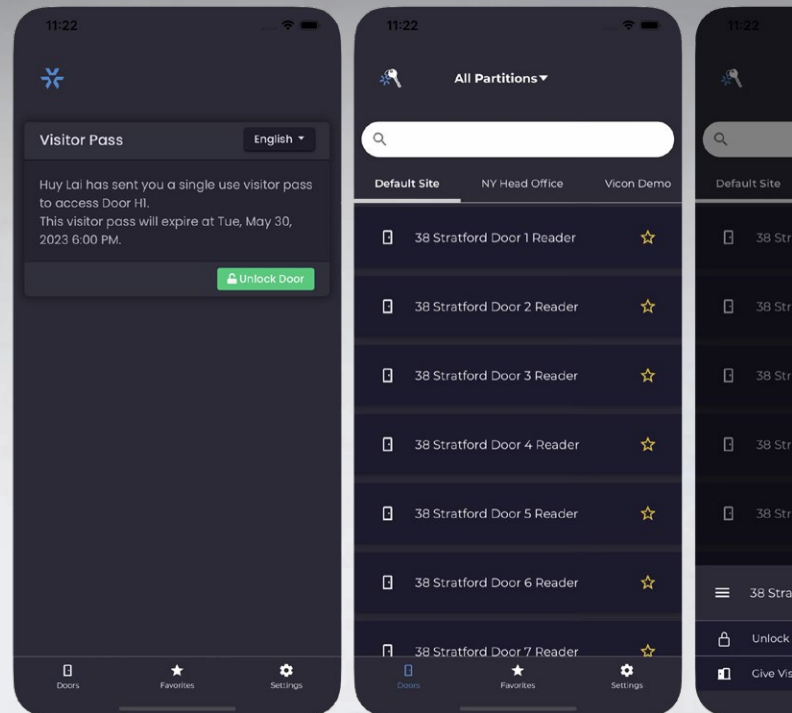




Vicon-Pass App

Authorized visitors can receive a web link—in the form of a text or an email—that will grant them temporary access to a specific door.

- Unlock a door from your phone.
- Send guests a “visitor pass” in the form of a text or an email.
- The text or email contains a link that the visitor can click to unlock the designated door.
- No need for visitors to install the app; they just click the link (VAX users can define the start/end date the link is active, and number of uses).
- Since Vicon-Pass makes a connection to the server over the internet, there’s no need to replace existing readers.

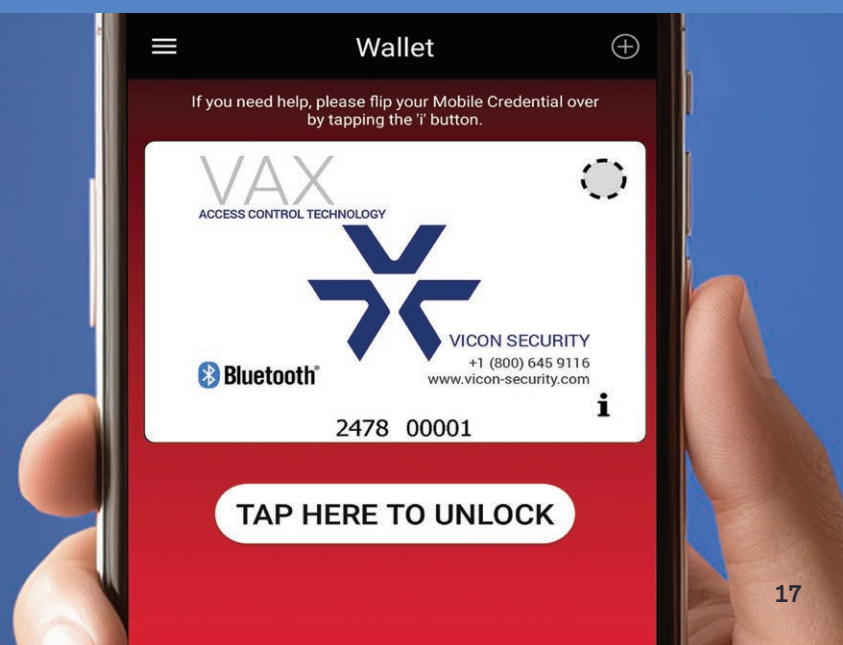


“One of my favorite things about their mobile credentials is that I can open an app on my phone before I get out of my car. I just click “unlock,” run up to the door, and I have 30 seconds. I get to the door, it’s unlocked, I’m not fumbling for keys, I can get inside and start my day.”

Regional VP, CTI

Touchless Mobile Entry

Employees can access your facilities via a smartphone app for a green, plastic-free solution.



Behold the Power of Action Plans

Simply stated, Action Plans are one of the most powerful features in VAX. They let you hand off business-critical tasks to the software so you can focus the most important items on your to-do list.

What's an Action Plan? It's an automated series of events that's triggered when a specific condition is met. The trigger and the resulting events are up to you. Here are some real-world examples of how customers are implementing Action Plans—some mission-critical, some operational, and some just plain administrative.



The Trigger:

An intruder is detected in the building after business hours.

Business hours are over and the owner does a final badge swipe upon exiting the building.

It's 9AM and I want to know which employees have not yet arrived at the office.

The Automated Action Plan:

- The facility is locked down
- A text is sent to the head of security
- A video alarm notification pops up
- The building's lights are turned on
- An audible alarm or message is triggered, alerting the intruder

- All interior lights turn off
- All exterior lights turn on
- All doors are locked
- The heat is turned down
- The building alarm is armed

VAX sends a text and/or email listing the names of all employees who have not yet badged in.



A single seamless UI, where VAX and LPR alarms, as well as alarms from 3rd party integrations (e.g., gun detection, air quality, and facial recognition), are integrated into the Valerus interface.



No swivel-chair monitoring.

INTEGRATION FRAMEWORK

Centralize Your Security Platforms with Vicon's Integration Framework

Delivering the best solutions...together

Our framework collects, assimilates, and delivers information across the various systems it integrates with.

The result? The different platforms, e.g., video, access control and license plate recognition, are all controlled centrally, via the Valerus UI. This helps reduce your learning curve as you move from one platform to another and makes the whole user experience more intuitive.

Deter Crime, Collect Evidence, Gain Peace-of-Mind

Vicon's award-winning camera portfolio.

We don't have to convince you about the importance of choosing the right cameras to protect your facility. Environmental and climate conditions, mounting requirements, lighting conditions, application and use cases, privacy considerations...these are just a few of the factors you'll need to consider when picking the right camera for the job. The good news is, Vicon has a camera for that. Over the years we've worked extensively with our customers to understand (and deliver!) exactly what they need in a security camera, no matter their application.



All of our cameras are ONVIF-compliant, so they seamlessly integrate with third party systems.



When you're considering a Vicon camera, rest assured...if it's labeled "Roughneck," it's not only NDAA-compliant, it's equipped with a multitude of impressive features.

Roughneck	Roughneck AI
2 MP and 5 MP	2 MP, 5 MP, 8 MP, 12 MP, 20 MP and 32 MP
IP67 and IK08/IK10	IP67 and IK10
H.265 Smart Encoding	H.265 Smart Encoding
Smart IR	Smart and Adaptive IR
Standard Analytics	AI-Based Analytics with Object Classification*
	Starlight Low-Light Color Images
	-40° F / -40° C operating temperature

*Object classification is not supported for the 2 MP models.

The Roughneck advantage: NDAA-compliant and priced to compete

Globally, businesses and manufacturers are scrambling to find high-quality cameras to meet strict NDAA regulations. That's why we developed our Roughneck line. These high-performance, NDAA-compliant cameras are the perfect fit for installations that require high-quality, affordable cameras that are not on the banned list.



The Roughneck AI Series

With AI-based Analytics onboard

AI-based analytics allow our cameras to distinguish people and vehicles from other objects in a scene. This is referred to as “object classification,” and the camera’s ability to classify those objects (people and vehicles) enables object-based recording and searching. This means Valerus records only when the camera detects the selected type of object in the scene.



Filter out non-relevant video for faster incident resolution



Diminish nuisance motion alarms caused by shadows, swaying trees, etc.



Reduce storage requirements by limiting recording to just object-based motion



Respond to genuine threats quicker, and with fewer resources

Note: The 2 MP models of Roughneck AI Cameras do not support object-based classification.



Roughneck AI Multi-Sensors

V2020-WIR-360 | V2032-WIR-360

A single Multi-Sensor (with a single IP address and cable) replaces four separate cameras, at a fraction of the cost. This also reduces the time and expense of installation, setup, tuning, and maintenance.



- Choose from four 8 MP (4K) or 5 MP sensors for an overall resolution of 32 MP or 20 MP.
- Setup and reposition cameras in seconds, right from your computer.
- Pre-defined presets deliver 180°, 270° and 360° views, and you can define additional presets of your own.
- See color images in near total darkness—no need for the camera to switch to B&W mode.
- Alarms and audio enhance overall security.



Roughneck AI Micro Domes

V2002D | V2005D

The Roughneck AI Micro-Dome with built-in mic delivers high performance in a small, durable form factor—just four inches in diameter.



- Low-profile, compact design—just four inches in diameter—is ideal for discreet, aesthetic installations.
- Choose between 2 MP or 5 MP resolution.
- 2.8 mm lens provides nice wide-angle view of the entire area.
- Corridor mode allows for 90° rotation of the camera so images are created vertically, which maximizes the field-of-view in narrow situations.
- Built-in microphone eliminates need to purchase and install a separate device.



Mounting Accessories

A variety of mounts are available to accommodate any mounting application.



Long Wall Mount
SVFT-UWM-1



Short Wall Mount
SVFT-WM-1

Roughneck AI 360° Panoramic Dome

V2360W-12-1

Reduce your overall camera count, eliminate blind spots, and enhance situational awareness.



- 360° panoramic dome with 12 MP resolution for exceptionally detailed images.
- No moving parts means improved long-term reliability.
- 3D dewarping in Valerus VMS.
- Rated for indoor and outdoor use.
- Built-in microphone eliminates need to purchase and install a separate device.



Roughneck AI Fixed Domes

V200XD Series

Vicon offers a variety of high-quality, NDAA-compliant fixed IP domes for indoor and outdoor applications.



- Choose from several resolutions (2 MP, 5 MP, and 8 MP).
- Choose from several lens focal lengths: 3.1-10 mm, 3.6-10 mm, or 8-18 mm.
- Vandal-resistant indoor/outdoor models accommodate a myriad of mounting applications.
- See color images in near total darkness—no need for the camera to switch to B&W mode.
- Alarms and audio enhance overall security.



Ceiling Mount
SVFT-UCM-1



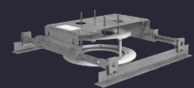
Parapet Mount
SVFT-UPM-2



Corner Mount
V-24CMB-4



Pole Mount
V-20B-A-4



In-Ceiling Mount
V2000D, V2360W-12,
V2000-360

Roughneck Domes

V2102D-W313MIR | V2105D-W313MIR

The Roughneck Dome is designed for performance in the most demanding security applications.

- Choose between 2 MP and 5 MP resolution.
- Vandal-resistant indoor/outdoor models accommodate a myriad of mounting applications.
- See color images in near total darkness—no need for the camera to switch to B&W mode.
- Autoiris lens maintains picture quality under changing lighting conditions.
- Alarms and audio enhance overall security.



Roughneck AI PTZ Dome

V200XD-PTZ

High-definition video and powerful optical zoom capabilities protect wide areas, indoors and outdoors.

- 30X optical zoom and advanced analytics for faster responses.
- Choose from 2 MP and 5 MP resolution.
- See in the dark from up to 492 ft (150 m) away.
- Two-way audio lets you scare off potential thieves and remind them they're being watched.



Port Splitter

Connect any two cameras using a single Cat5/6 cable.



Monitor

23.8-inch monitor with 1920 x 1080 resolution and HDMI/VGA/BNC inputs.

Roughneck AI Bullet Cameras

V200XB-W31XMIR | V200XB-W818MIR

An impressive selection of bullet cameras provides superior low-light capabilities and a water-tight installation.



- Exceptional image quality in any environment.
- Available in 2, 5, and 8 MP (4K) resolution.
- Choose from several lens focal lengths: 3.1-10 mm, 3.6-10 mm, or 8-18 mm.
- See color images in near total darkness—no need for the camera to switch to B&W mode.



Roughneck Bullet Cameras

V2102B-W313MIR | V2105B-W313MIR

A cost-effective bullet camera that provides superior low-light capabilities and a water-tight installation.

- Choose between 2 MP and 5 MP resolution.
- True day/night camera with a removable IR cut filter for superior image quality in all lighting conditions.
- 3.1-10 mm motorized zoom and focus varifocal lens.
- Autoiris lens maintains picture quality under changing lighting conditions.
- A wide selection of mounting options available.



Transmission
Fiber-optic media converters extend transmission range.



Encoder Replacement Kit
1-, 4- and 8-channel PoE over coax replacement kits.

Roughneck AI V-CELL Camera

V-CELL-HD-C

A heavy-duty corner-mount camera created specifically for use in custodial suites and prison cells.



- Stainless-steel corner-mount housing designed specifically for prison cells.
- 5 MP resolution.
- Anti-ligature, no grip, tamper-resistant housing.
- Easy to clean stainless steel, water-resistant, corrosion-resistant enclosure.
- True day/night camera with 2.4 mm lens.
- Integrated speaker and microphone.
- Impact resistant IK10.
- Camera-only module available for retrofitting into existing V-CELL housing.



Roughneck AI Corner-Mount Camera

V2005CNR-W24IR

Wall-to-wall and floor-to-ceiling coverage ideal for small to medium areas.



- Tamper-resistant design makes this an ideal solution for areas where there is risk of tampering or destruction.
- 5 MP resolution.
- Easy to clean, water-resistant, corrosion-resistant aluminum enclosure.
- Integrated microphone and speaker.



Working Together for You

Vicon and your integrator work together behind the scenes so you can focus on what's important to you.



Decreased time to implement new solutions

Roughneck AI LPR Cameras

V2008B-WXXXLPR | V2008-WNL-LPR

This impressive 8 MP camera lets you capture, store, and search on an unlimited number of license plates.

- Ideal for single-lane, stop-and-go applications.
- 8 MP resolution lets you see vehicle details like make, model, color, body damage, decals, etc.
- Create customized lists of license plates that will generate an alert (as well as a number of other actions) upon a vehicle's entry.
- Supports license plates from over 70 countries.
- Fast and accurate setup accounts for vehicle speed and camera height/position/distance.
- Choose between bullet and camera kit (includes box camera, iCS lens, housing with wall mount and IR illuminator) form factors.



Integrated Thermal Sensor and PTZ

VTR Series

Thermal detection and tracking of intruders up to 1640 ft (500 m) in a 360° panoramic view.

- Integrated 5 MP Roughneck AI PTZ provides real-time tracking.
- Geospatial tracking on localized maps.
- Excellent performance regardless of lighting or weather conditions.
- Dual inputs to VMS provide PTZ image and multi-screen customized thermal display.
- One thermal unit can replace up to 8 fixed cameras.



Simplified deployment with reduced associated costs



Streamlined communication through a single point of contact



Enhanced level of service and ease of access to available resources

The Roughneck AI Box Camera contains advanced features for high-quality surveillance.



- 8 MP (4K) resolution).
- Supports a variety of lenses (sold separately): Megapixel DC iris, P-iris, or i-CS formats.
- Automatic backfocus button for easy focus.
- See color images in near total darkness—no need for the camera to switch to B&W mode.
- Housing with wall mount, iCS lens, IR illuminator and pole mount adapter available



“One of the top reasons CTI partners with Vicon is the support that we receive. We might call them for something simple that takes 15 minutes to resolve. Other times it might take an hour, but it’s typically resolved the same day. Other integrators might take a day, a week, or even longer if the situation is harder to troubleshoot.”

CTI



Professional Services

Selecting a security system marks the beginning of a long-term relationship between customer, integrator, and manufacturer. While installation may not be complete for some time, your financial and emotional investment begins at the time you make that commitment to purchase. It's important for you to feel confident in your choice from day one, even before your system is operational. And Vicon is determined to make that happen, offering a range of professional services that ensures your entire experience is trouble-free.



Deep Technical Experience

Vicon's Field Sales Engineers work hand-in-hand with both end users and integrators to get insight into specific requirements and ensure the Vicon solution meets everyone's expectations.



Free U.S.-Based Tech Support

End users and integrators alike can reach out to Vicon's tech support 24/7 and can expect the fastest resolution time in the industry. Also, Vicon can remote into your system for even faster resolution.



Software Upgrade Protection Plan (UPP)

Vicon's UPP subscription is probably the most affordable software protection plan you will find. Investing a few dollars per year will ensure your software is at peak performance, with the latest features.



Free Learning Development

Vicon offers ongoing opportunities for you to learn about our latest advancements in technology, as well relevant industry topics.



If you're a decision maker in your business, and you're ready to learn more about our end-to-end solutions, we invite you to contact your local Vicon Integrator or contact a Vicon Sales Rep directly.

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