



CamCare Partner Plan: Strengthening Security via Camera Care

Unlock your business' safety with our expertly designed maintenance plan for your security solution. By entrusting your surveillance system to our meticulous care, you guarantee uninterrupted functionality, swift issue resolution and fortified protection for your assets.

Includes:

Automatic Alerts for camera issues and routine quarterly and annual maintenance.

Quarterly Maintenance

Verification Testing: Verification of system operations. One test with the current settings, one test with emulated low light test and then also a stress test. A detailed report is provided on the system, such as hardware, operating system, date and time the tests were executed. A snapshot of each camera display is also provided.

Considerations and Limitations

- Only H.264 is supported. Cameras with no support for H.264 will be ignored.
- Low-light test only runs on cameras with support for ExposureValue parameter.
- Low-Light test might give the same results as normal conditions on some cameras with WDR support.
- Third party cameras are ignored.
- Network Attached Storages are not tested but show as validated.

Firmware Updates: Ensure the cameras have the latest security patches, bug fixes and performance enhancements.

Test Alarms: Test alarms and notification mechanisms to ensure they're functioning correctly.

Inspect Hardware: Visually inspect all hardware components, including card readers, cameras, and locks, for signs of damage, wear and tear and any tampering that might compromise the security of your system.

Software Updates: Apply any available software updates or patches to ensure the system is protected against vulnerabilities.

Review User Access: Review user access permissions and revoke access for employees who no longer need it.

Backup Configuration: Regularly back up the system's configuration settings to facilitate recovery in case of system failure.

Functional Testing: Conduct functional tests on card readers, locks, and alarms to ensure they're operating as expected.

System Maintenance: Run debug and clear maintenance logs.

Annual Maintenance

Clean Hardware: Clean card readers, cameras, and other hardware to prevent dust and dirt buildup that could affect performance. Provide screen captures for each camera to show optimal picture performance.



Physical Security Assessment: Conduct a comprehensive assessment of the physical security needs of your facility and adjust the system accordingly.

Database Cleanup: Perform a thorough cleanup of user accounts and access permissions, removing outdated or unnecessary entries.

User Training: Provide refresher training to users on proper badge usage and access procedures.

Power System Check: If applicable, check the power distribution system for backup generators and uninterruptible power supplies (UPS).

Embrace the Power of Proactive Security! Strengthen your dedication to safety while boosting operational excellence through our exclusive Defend and Maintain Partner Plan.

CamCare Concierge Service

Introducing our Camera Concierge Service, available for CamCare clients. This service is designed exclusively for businesses seeking a high-level of personalized service and support for your security needs. With this plan, you can ensure the seamless operation and administration of your security camera and access solutions while focusing on what matters most – your business.

Here's how our plan can benefit you:

CamCare Partner Plan Quarterly and Annual Maintenance: Our expert technicians will proactively handle all your security system maintenance needs, ensuring it's always running at its best.

Incident Footage Assistance: Need to retrieve crucial footage for incidents or accidents? We've got you covered during regular business hours, so you can swiftly address any concerns.

Effortless User Management: Adding new users or adjusting user permissions for your system is a breeze. Our team takes care of it, so you can stay focused on running your business.

Help Desk Support: We provide help desk support for any issues related to accessing or managing your cameras. Rest easy knowing you have expert assistance available for you and your team.

Rule Customization: Whether you need to modify one-off rules or make changes to your system's settings, we handle it for you. Your security is always tailored to your specific needs.

By choosing our CamCare Concierge Service, you not only safeguard your business but also gain a trusted partner dedicated to ensuring the smooth operation of your security solutions. It's more than just a plan; it's your key to a worry-free security experience. Invest in your peace of mind today with our comprehensive concierge coverage.

Elevate your protection game today by joining us at Sales@teleco.ca. Your security journey begins here!