



FIRE

SECURITY

INTEGRATION

Here to Serve You.

A lifecycle of services we deliver, from design through ongoing support for your Electronic Security Systems.

We've Got You Covered

We call it the Pavion Experience. The lifecycle of services we deliver from design through ongoing support, that helps keep your fire, security, and integration systems running while saving you time and money.

Pavion brings best-in-class solutions together. Through the entire project lifecycle, we work with our customers to solve their problems and help them overcome their challenges. So no matter your project, we meet your needs with a partner you can trust.



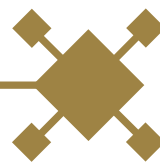
Design

From the initial project kickoff to understanding your requirements, we'll design a solution that meets your needs with clear scope, bill of materials and comprehensive drawings.



Technology & Integration

Once your design is approved, we deliver your technology with first-class implementation, engineering, change management and training.



Service

With your solution fully implemented, Pavion offers multiple service offerings to make sure you get the most out of your Pavion Experience, with the highest level of reliability and customer service offered.

OUR DIFFERENCE

Partnership That Progresses

Enduring partnerships are central to our work. We go above and beyond to meet the needs of our customers, no matter how they change over time. Here's how we deliver on our partnerships:



Expertise

No matter what fire security or integration challenges you face, we know how to get the job done.



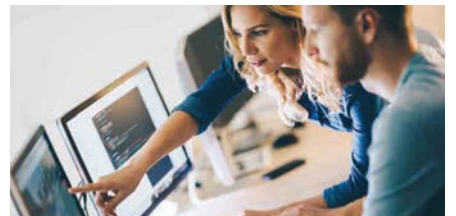
Communication & Commitment

We're committed to solving your challenges in the most efficient manner possible.



Transparency & Ease of Service

We make our solutions as simple as possible with transparent scheduling, arrival times and costs.






Time Savings & Reduced Effort

We work quickly and efficiently to provide expert service that saves your business time and effort.



Service that Suits Your Organization

Pavion offers services for every need. As part of the Pavion Experience, our maintenance offerings provide peace of mind and help lower capital expenses for your Electronic Security System.

	 SUPPORT	 + MATERIALS & PORTAL	 + PREVENTATIVE & PRIORITY
	Enhanced Support & Rapid Response Remote and in-person assistance with a commitment to best-effort resolution times for your Electronic Security System.	Comprehensive Coverage & Insightful Access Guaranteed two-day response for in-person and remote support, warranty backed materials, annual maintenance checks, and real-time portal updates for your Electronic Security System.	Proactive Care & Expedited Service Priority in-person and remote support with next-day issue resolution, bi-annual maintenance, ON-X services, exclusive training sessions and enhanced portal features for continuous oversight for your Electronic Security System.
Service Features			
Remote Support Services	✓	✓	✓
In-Person Support Services	Best Effort	✓	✓
Service Level Objective	Three Business Day	Two Business Day	Next Business Day
Preventative Maintenance	✗	Annual	Bi-Annual
Portal Access & Ticket Status	✓	✓	✓
Exclusive Training Sessions	✗	✗	✓
Priority Service	✗	✗	✓
Enhanced Portal Features	✗	✗	✓
ON-X Services	✗	✗	✓
Annual Voice of the Customer Innovation Event	✗	✗	✓

Pavion Subscription Services

Need comprehensive service during the entire project lifecycle? The Pavion Subscription Service is an end-to-end solution that encompasses designing your optimum solution, delivering and implementing your technology, accelerating technology into your space, keeping your technology current and PX Elite maintenance. All for a fixed monthly cost.

Warranty

Pavion stands by the solutions it implements, offering our high-quality services to remediate any issues our customers encounter.

Time & Materials

For customers facing a one-off challenge, Pavion offers services on a time & materials basis.

SERVICE ENTITLEMENTS

Remote Support Services

Initial troubleshoot effort to identify issue prior to sending out a technician.

In-Person Support Services

Repair and/ or replace anything broken excluding acts of God, to be delivered based on SLO for your package.

Service Level Objective

Scheduled Technician visit within package level time frame between 8:00 – 5:00 PM

Preventative Maintenance

Regular scheduled visit to test, inspect and adjust equipment once or twice a year depending on package. Pavion technician will come out on a regularly scheduled annual visit that is set up by our inspection scheduler. Work will include adjusting and cleaning equipment, checking software settings, identifying any software or set up issues.

Portal Access and Ticket Status

Ability to access online portal and view account history (service, billing, contracts).

Tier 3 Remote Technical Assistance (Plus and Elite)

Remote Assist from Tier 3 certified technician on any software related issue that is not a break/ fix incident, this will be facilitated by a phone call to main 800 number and a virtual visit scheduled by customer experience operator. If the issue can't be resolved a technician will be scheduled and if parts are needed, they will be ordered in advance.

Exclusive Training Sessions

Annual On-site or virtual customer training at customers' request, this can include training on any and all parts of a customer system.

ON-X Basic

Customer will receive up/down status monitoring on all IP connected devices. Tier 3 remote service team will attempt basic remediation steps, and escalate to a service technician if unable to resolve. Additional ON-X tiers are available to customers for an additional fee.

Quarterly Business Review (Elite)

Acct Manager will hold a detailed and thorough QBR, in which they discuss service/install performance, roadmap for system improvements, etc.

Annual Innovation Event

Customers will be invited to an Annual Innovation event. Pavion will partner with Key Manufacturers to present industry trends, upcoming product releases and share feedback.

Specialized Offerings



ION 24/7

ION24/7 is an Information Technology and Security Managed Services Provider. It provides people, process and cloud-based technology expertise within a proven managed services framework delivering results and developing long term client trust.



Central Station Monitoring

Our central station alarm monitoring services ensure prompt, reliable notifications to your people, property, and assets with: Reliable monitoring 24/7 to protect against unlawful entry, notification to appropriate personnel for environmental or medical emergencies, UL Listed, FM Approved, FDNY Approved and CSAA Five Diamond Central Station facilities.



Customer Portal

Access to our new and improved customer portal, which includes:

- Current dashboards showing open cases, work orders and outstanding invoices
- Case management details for all open cases
- In-portal service requests
- Customer current entitlements listings
- Knowledge base and FAQs

Service Add-Ons

While Pavion’s PX Maintenance packages meet the core needs of most businesses, Pavion has additional services to meet the specific and bespoke needs of companies and industries, including:

- Annual cyber service
- Proactive system support
- Software support agreement
- Compliance as a service
- Event-based video monitoring
- Cyber security services
- Proactive video monitoring
- Advance cyber security tools
- Quarterly business reviews
- Advanced portal services
- Enterprise IoT Security Platform
- Video inspections