

# MOBOTIX Professional Services

System Configuration and Individual Project Support –  
Exclusively for MOBOTIX Partners





*Our new service concept takes a weight off our partner's shoulders.  
We are ready to deploy our MOBOTIX specialists across the world  
to assist you, pre-configure your cameras at our factory on request,  
and even support you on-site.*

# Professional Services: Our New Service Offer Exclusively for MOBOTIX Partners

There when you need us.

## The time has come for a new, wider and flexible service package

Personal and information security needs are constantly increasing and changing. MOBOTIX not only keeps pace with this evolution, we lead it, our systems are becoming ever more versatile, powerful and are able to add additional value to both current demands and those that are emerging. Increasing requirements call for systems that are intelligent, flexible and meet the specific needs of the customer. With MOBOTIX Professional Services we have purposely created a program Exclusively for Official MOBOTIX Partners to assist you in achieving this.

### Our goal:

Customer Satisfaction is the key to success and through our Professional Services program we want to help you to grow your business. Our range of services can be a business enabler and take a load off of your shoulders, allowing you to optimize your time and resources. We can assist you in not only delivering successful projects on time but also increasing your output by being able to work cost-effectively and efficiently on multiple projects at the same time.

## Individual, Flexible and with Peace of Mind Guarantee – our Professional Service Catalogue

Whether directly at production, on-site or via remote access our team of experts are available to provide you with individual professional support specific to your needs, and that of your customer, and enable you to save time, resources and money through the following services:

### Our Professional Services include:

- Pre-Configuration Service
- Field Engineering
- Remote Support Services
- On-Site Support
- Cyber-Secure Password Reset



**Visit the MOBOTIX Toolbox website or download the app  
(available for iOS and Android)**

<https://toolbox.mobotix.com/public/home>

*Commissioning a complex system can be both challenging and time-consuming. The Professional Services team is available to make initial operation more efficient, while also ensuring that the right configurations are put in place for optimized system performance.*





# Pre-Configuration Service

## Customized configuration directly at Production

Our experienced **specialists can take on the most important network and storage settings** for your new MOBOTIX solution directly during the production process. This means that the cameras only need to be physically installed, connected to the network and are then immediately operational. The only task remaining is the local fine tuning of the final exposure and event settings. This drastically reduces the time your Technical Staff spend on-site, **saving you valuable time and resources.**

We provide you with simple forms to list your specific requirements and then produce your camera accordingly. They will then be delivered with a special password, unique for that order, which needs to be changed at first activation. This guarantees that the system remains cyber secure.

We also label every pre-configured camera (including the shipping carton) individually with the camera name and precise information on the customer. This value-added service also allows you to make major time savings during the installation.

### The Pre-configuration Service includes factory configuration of:

- Network Settings
- Storage and recording settings
- Transfer Profiles (e-mail, FTP)
- Audio Functions
- Time Server and Profiles
- General Image settings
- Text and Display
- Basic Door Station settings

### Your benefits

- ✓ Pre-Configuration incl. Function Guarantee direct from production
- ✓ Removal of configuration Errors and use of the very latest device software
- ✓ Suitable for new installations, system expansions and camera replacements
- ✓ Optimization of Project Roll Outs
- ✓ Reduction of your Personnel workload and time (Ideal for time-critical and large scale projects)
- ✓ Ensure Customer Satisfaction
- ✓ Cost Efficient - Low fixed prices per camera
- ✓ Available for all models – IoT, MOVE and Door Stations



*Use our professional team for full-scale system configuration on-site for upgrades, documentation, user training sessions, and much more.*

# Field Engineering



## System configuration, initial operation, and user training directly on-site

You can further reduce your workload by means of our Field Engineering Service where our **specialists take on the complete turn-key commissioning** of your customer's MOBOTIX solution directly **on-site**. We can fully configure the installed Cameras or Door Station (including image and event optimization), MxNAS storage systems and individual customization of MxManagementCenter, workstations and the MOBOTIX App. To round it off we can even provide tailored User Training for the designated system operators and detailed Project Documentation.

Our Field Engineering services allow you to **minimize** your personnel workload, **maximize** your project output and **decrease** your personnel costs. In addition you have a peace of mind guarantee - we will only leave when everything is running as it should and the customer is fully satisfied.

### The Field Engineering Service includes:

- On-site Project Support by experienced MOBOTIX Engineers
- Complete scope of Pre-Configuration services plus all remaining exposure and alarms settings
- Complete Door Station configuration including all modules
- Configuration of MOBOTIX NAS
- Installation and setup of MxManagementCenter & MOBOTIX Apps on end devices
- Health Check
- Software Updates
- Customized User Training
- Project Documentation

### Your benefits

- ✓ Individual scope of services, depending on the project and your requirements
- ✓ Extended configuration options compared to pre-configuration
- ✓ Delivery of an optimally usable and tested complete system
- ✓ Ensures Customer Satisfaction
- ✓ Quicker and more Cost Efficient project completion
- ✓ Frees Up your Resources, allows you to work on further projects
- ✓ Ideal for Time Critical and Large Scale projects
- ✓ For New installations, system Expansions and camera Replacements



*We will be at your side if you need professional support that goes beyond typical configuration and installation issues. Our Technical experts can help you resolve even the most complex problems directly on-site.*



# On-Site Support

## Professional troubleshooting, rectification and optimization directly at your customer's site

Systems that do not operate as they should, or as required by the customer, are not only a source of frustration for the user but also for you as the Service Provider. Whilst we are still available to support you with our traditional after sales support services there are times where the assistance required exceeds this. Through our On-Site Support Service our experts are able to join, or represent, you on site and use their wealth of knowledge and experience to provide specialist troubleshooting, problem solving and system optimization as required. In addition, we can also support you by implementing any new or specific system functions required by your customer, perform system Health Checks, software updates and End User Training as required.

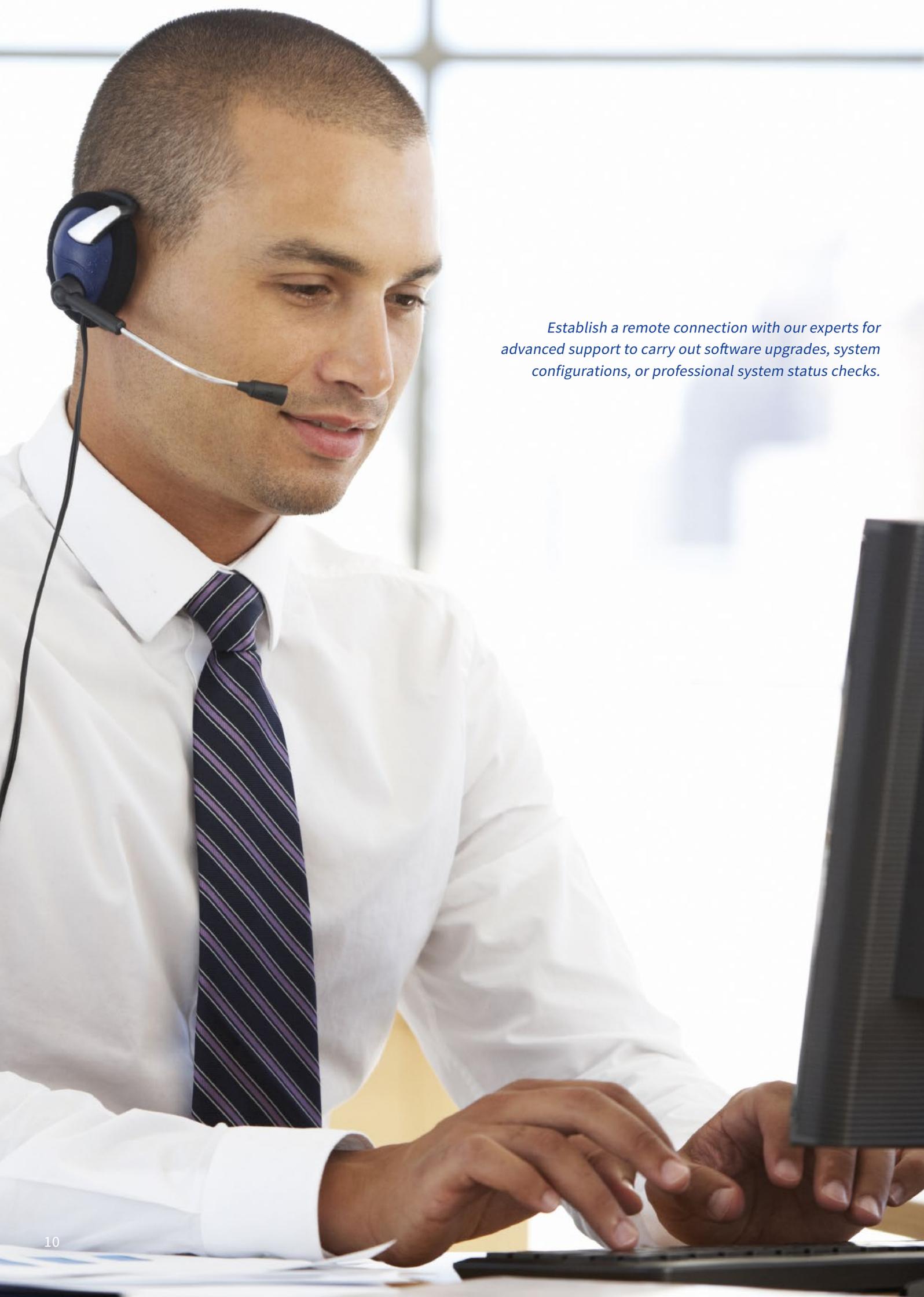
Our service allows you to quickly and efficiently detect and solve any frustrating technical issues and ensure customer satisfaction in a speedy and cost effective manner.

### On-Site Support includes:

- Troubleshooting directly at the project location
- Competent analysis by experienced MOBOTIX specialists
- Optimization or Re-Configuration of the system as required
- System Health Check
- Software Updates
- Tailored User Training directly on site

### Your benefits

- ✓ Specialist assistance for minimized downtimes and increased Customer Satisfaction
- ✓ Time and Resource savings through direct assistance by MOBOTIX experts
- ✓ Guarantee of a professional solution - even for complicated issues
- ✓ Handover of an optimally operational and tested complete system
- ✓ Complete Device and System configuration and individual scope of services available
- ✓ Available on all MOBOTIX hardware and software components
- ✓ For all new and existing MOBOTIX installations (not for 3rd Party products)
- ✓ Ideal for time-critical and extensive projects



*Establish a remote connection with our experts for advanced support to carry out software upgrades, system configurations, or professional system status checks.*

# Remote Support Services



## An alternative option: Professional troubleshooting, rectification and optimization via secure IP remote connection

If your customer's MOBOTIX solution can be accessed remotely you can also use our fast and efficient **Remote Support Services**. Our specialists can go beyond our traditional after sales support services and professionally and rapidly diagnose issues, reconfigure and maintain both **individual cameras** and **full-scale, complex MOBOTIX solutions** via temporary, secure access – anywhere in the world.

In addition to problem solving and rectification we can also perform optimization functions for you including implementing new user requirement functions or performing system health checks and software updates.

### Remote Services include:

- Troubleshooting, rectification and maintenance via secure Internet connection
- Full remote Camera configuration
- Complete Door Station configuration, including all modules
- Configuration of MOBOTIX NAS devices
- MxManagementCenter optimization
- Perform system Health Checks
- Implement Software Updates

### Your benefits

- ✓ Fast Troubleshooting and Correction via remote access at short notice
- ✓ Time and Resource savings through direct assistance by MOBOTIX experts
- ✓ Quicker completion of projects, preventing time and personnel bottlenecks
- ✓ Complete Device and System configuration
- ✓ Individual scope of services available
- ✓ Available on all MOBOTIX hardware and software components
- ✓ No travel times, quicker response
- ✓ Minimal Downtime for your customer, ensuring Customer Satisfaction

*A MOBOTIX system is a secure, well-thought-out and cost effective complete solution.*



# Cyber-Secure Password Reset

## Fast, Efficient, Secure

Guaranteeing the security of facilities and data against cyber attack is not only a key topic for our industry, but also for the modern society in which we live. In terms of being Cyber Secure MOBOTIX ticks all the boxes. Our IoT cameras process all data autonomously and then only transmits the relevant information with superior encryption and logs it continuously. The system automatically detects outside dataflows, which it reports and prohibits and it is impossible to overwrite the camera software externally. MOBOTIX products regularly undergo penetration tests by leading institutions and always receive top grades for security – guaranteeing that they will fulfil your stringent standards as well as those of your customers.

### You've forgotten your password – what next?

Unfortunately, this is a more common occurrence than you'd think. To protect against theft and further use of an installed MOBOTIX camera, we consciously decided to make resetting camera access data a rather difficult pro-

cess. Therefore, previously, the camera always had to be disassembled and sent back to our factory, as only we can manually reset it.

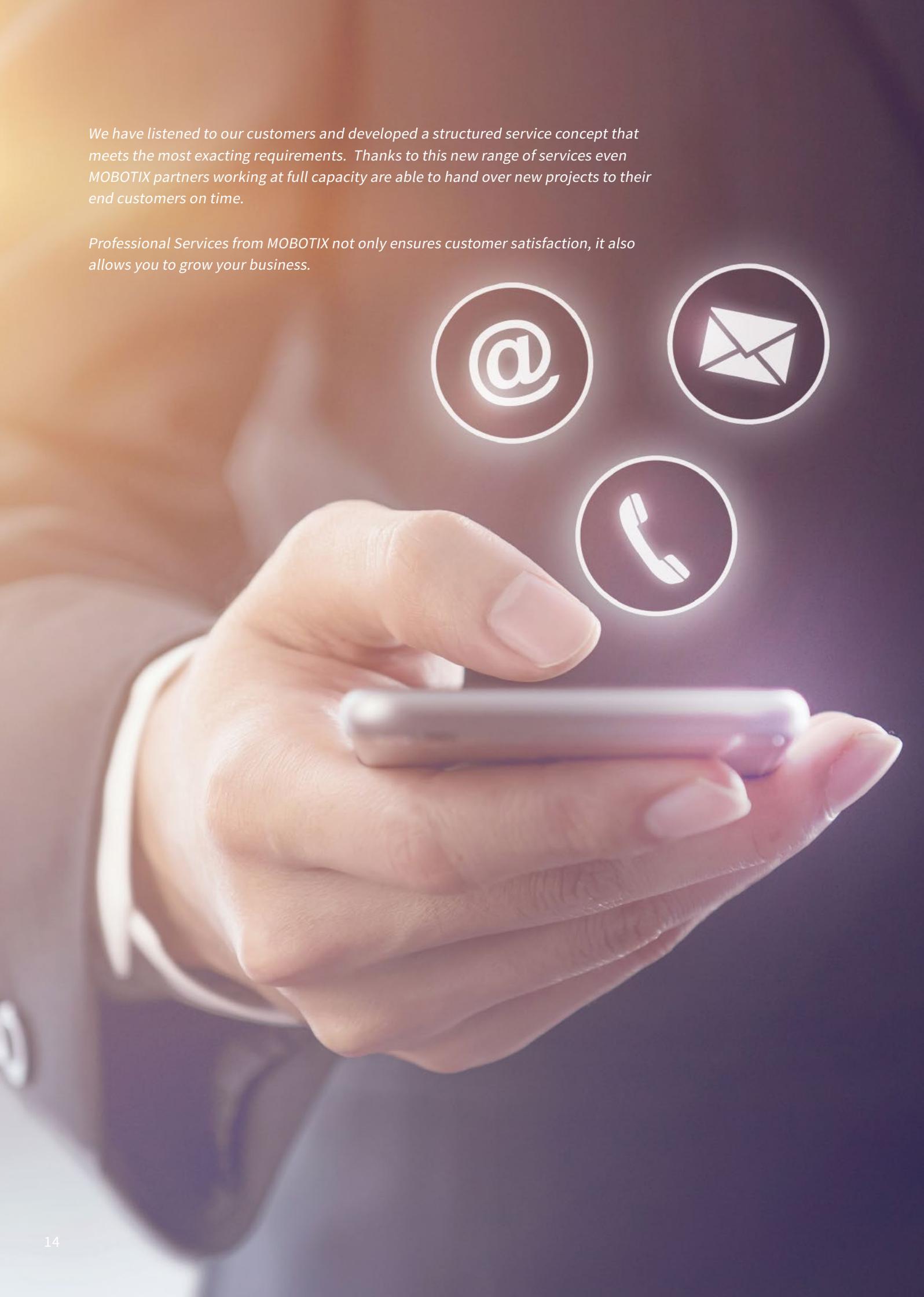
This is still the case, however, in addition to this we have also developed a **Cyber-Secure On-Site Password Reset** option that you can choose. This process, which should only be performed by a trained technician, allows you to install an Encrypted, Time Limited (will expire after 30 Days) Software file, Specific for the Factory IP of the camera directly on-site at your customers location. This will allow you to quickly and securely unlock the effected camera and create a new password. To back up our cyber security procedures we will only provide this service to official MOBOTIX Partners and continue our process of checking that the camera has not been reported to us as being stolen before we issue the password re-set software.

### Your benefits

- ✓ Reduced Down Time for your customer
- ✓ Enormous time and cost savings
- ✓ No site visits for camera demounting and re-installation
- ✓ No shipping or Custom Fees for returning the camera to MOBOTIX
- ✓ Reduced Man Hour investment and costs (less physical, logistic or admin work)
- ✓ 100% secure, guaranteed risk-free solution
- ✓ All previous settings are retained, only the password is reset
- ✓ Security for sensitive data, no data loss
- ✓ No further use of a Stolen camera

*We have listened to our customers and developed a structured service concept that meets the most exacting requirements. Thanks to this new range of services even MOBOTIX partners working at full capacity are able to hand over new projects to their end customers on time.*

*Professional Services from MOBOTIX not only ensures customer satisfaction, it also allows you to grow your business.*



# Purchase Professional Services

## Top Services at attractive conditions – Exclusively for MOBOTIX partners

All of our Professional Services are **optional** and **can only be ordered by Official MOBOTIX Partners**. On enquiry we will request more specific details on the application or project and provide you with an individual quotation based on fixed and incredibly fair hourly, day, or unit costs. We will be happy to provide you with any additional information regarding the services or pricing in person, so please feel free to contact us as follows:

**To Order individual Professional Services, please contact your Regional Sales Team:**

*sales@mobotix.com*

*(+49-6302) 9816-129*

**For further info about Professional Services, please contact:**

*professional-services@mobotix.com*



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# Intelligent Video Security Solutions Made In Germany

MOBOTIX offers a comprehensive range of solutions for all aspects of video-based security systems. We develop high-quality, decentralized, energy-efficient systems that mean our customers save money on every MOBOTIX system installed.

Our motto – Beyond **Human Vision** – is also our mission. MOBOTIX is fully committed to making itself the most reliable company it can be, one that protects people and property by using intelligent, cyber-secure video technology to go beyond human vision.

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