



Flexible Service Tiers

We offer three service tiers to fit your business's unique security needs.

ABEC Advanced Infrastructure - ISSaaS Tiers		Standard	Advanced	Premium	Client Selection
Professional Services	Bespoke security system design	•	•	•	Included
	Hardware supply & install	•	•	•	
	System configuration & testing	•	•	•	
ISS Network	Cyber security compliance (edge to cloud)	•	•	•	Included
	Network Switch (POE)	•	•	•	
	UPS for POE Switch (backup time)*	2hrs	4hrs	4hrs	
Video Surveillance	IP Surveillance cameras	•	•	•	Optional
	Video Management System (cloud VMS)	•	•	•	
	Cloud video backups	30 days	60 days	90 days	
	Edge video storage	•	•	•	
	Edge analytics (video & sound)		•	•	
	Facial Recognition			•	
Access Control	Access Control - doors	•	•	•	Optional
	Access Reports	•	•	•	
	Granular permissions	•	•	•	
	Occupancy Management	•	•	•	
	Mobile access credentials	•	•	•	
	Credential Database Cloud Backup	•	•	•	
	Access Events with Video Association		•	•	
	Alarm management		•	•	
	Badge Printing		•	•	
	LPR gates/booms			•	
Smart Sensors (IoT)	Smart Sensors (with analytics)		•	•	Optional
	Sensor integration into VMS		•	•	
	Server Room/Critical infrastructure monitoring			•	
Preventative Maintenance	Scheduled Preventative Maintenance	Annual	Bi-annual	Quarterly	Included
	Device Firmware updates	•	•	•	
	Assessment of device locations & analytics	Ad-hoc	Annual	Bi-Annual	
Off-site Monitoring	System health monitoring for service interruptions	•	•	•	Included
	Security event monitoring & response management		After hours	24x7x365	
Technical Support	Average Uptime	98%	99%	99.5%	Included
	Service level coverage	8x5	24x5	24x7x365	
	Mean Time to Respond (MTTR) **	45min	30min	20min	
	Mean Time to Clear (MTTC)**	6hrs	4hrs	4hrs	
	Service Delivery Manager			•	
Reporting	Service Reviews	Bi-annual	Quarterly	Monthly	Included
	Report Data retention (rolling)	1 year	3 years	5 years	
	Business Insights			•	

*For installed ISSaaS devices only

**MTTC subject to travel time/distance from major centres