

Optimize the Protection and ROI of your OnGuard System



LenelS2 Managed Services

Overview

Platinum Support is a new managed service from LenelS2 that provides OnGuard® customers with a dedicated point of contact at LenelS2 – essentially a high-priority concierge service – to help customers maximize the potential of their system now and into the future.

Platinum Support includes several pre-paid services that the VAR or system user can access without additional costs being incurred.

Platinum Service Scope

- Platinum Support Coordinator: One point of contact
- Direct end user & emergency 24/7 support
- Monthly system health checks
- System hardening & cybersecurity service
- Annual remote database upgrades
- Priority access to Technical Support, Engineering, Custom Solutions and Professional Engineering Services
- Direct access to Technical Support Subject Matter Expert

How You Benefit



Leverage your system capabilities

A dedicated point of contact for questions, follow up and future system development and planning, you can leverage opportunities to do more with your system and maximize its capabilities beyond physical security.



Maximize Performance

With a regular, proactive maintenance plan we ensure your system continues to deliver optimal performance throughout its lifetime.



Cost Efficiencies

With Platinum Support, customers benefit from a predictable investment and maintenance plan when purchased as a platinum service.



Partners for Success

Leveraging the power of our experienced VARs and LenelS2 experts, we provide system users with peace of mind and VARs the extra support to meet more complex customer needs.

Contact your local VAR or request a call from your local sales representative [here](#).