Managed Services Comparison Matrix

LenelS2 offers a range of Managed Services to support your needs. Use the table to compare our offerings.

- ■ **Remote Managed Service (RMS)**: provides system advisement, routine health checks and reporting
- ■ **Technical Project Engineer (TPE)**: provides a dedicated LenelS2 engineering resource
- ■ **Platinum Support**: provides a premium package of services coordinated by a single point of contact

Component description RMS TPE Platinum	RMS	TPE	Platinum
Service Prerequisites			
Software Upgrade & Support (SUSP) agreement is active.	●	●	●
VAR is certified to access LenelS2 technical support.	●	●	●
End users are certified to access LenelS2 technical support.	○	○	○
Included Service Features			
Single point of contact	●	●	●
Recurring technical advisory meeting	●	–	○
Recurring system health check	● (Weekly, biweekly, or monthly)	–	● (Monthly)
Dedicated engineer for system administration & maintenance (on-site or remote)	–	●	–
Annual OnGuard database upgrade	–	●	●
Dedicated platinum coordinator (concierge service)	–	–	●
Coordinated case escalation and update calls	–	–	●
High priority technical support & Professional Engineering Services (PES) projects	–	–	●
End-User direct support for certified engineers	○	○	●
Emergency 24/7 technical support hours	○	○	●
Cybersecurity risk assessment (Level 1)	○	○	●
Annual system hardening review and service by PES	○	○	●

Legend

- ● Included / Required
- ○ Recommended
- – Not included / not required

Start the process today!

If you have any questions or would like a quotation, please contact us here or reach out to your local LenelS2 sales representative today.

LenelS2.com