



REGAL SECURITY SERVICES

ريجال لخدمات الأمن

ANNUAL
MAINTENANCE
CONTRACTS

SECURITY SYSTEM AMC'S 2022

WHAT DO OUR ANNUAL MAINTENANCE CONTRACTS OFFER?

An AMC with Regal Security Services allows for regular checkups and routine work to be performed - keeping your equipment in good working condition year after year.

- **Reliable performance**

Consistent system output depends on repetitive performance. Maintenance is a key factor!

- **Satisfactory trouble shooting**

When trouble shooting, our service engineers and technical team document any problems, their rectification, as well as implement solutions for better operations in the future.

After the end of the service call, the technical team make the findings available and provide tips and suggestions during a debrief meeting.

- **Periodic reviews**

Regal Security schedules regular meetings to review performance, solve any problems or deficiencies with the intention to ensure the AMC is delivering the desired objectives.

- **Preventive Maintenance**

All systems required servicing to function properly. Our engineers attend to any problems timeously and undertake routine preventive maintenance to ensure optimum performance.

- **Standby Support**

We provide 24-hour standby support 365 days a year to keep any down time to a minimum.

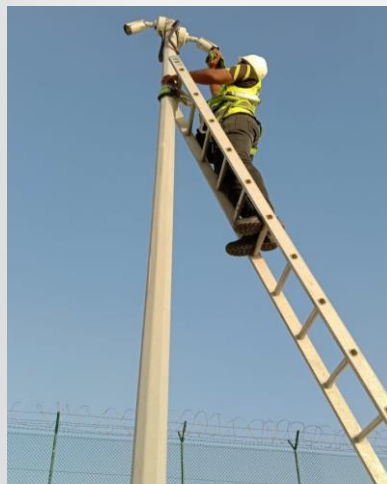


ADVANTAGES OF AN AMC:

- ✓ **Continuity of service is maintained by a trustworthy Service Provider.**
- ✓ **Increase equipment life span under our hardware warranty plans.**
- ✓ **Minimize downtime and avoid unnecessary expensive repair costs.**
- ✓ **Avoid additional breakdown and incidental hardware costs.**
- ✓ **Preventive maintenance provides long-term savings.**

WHY CHOOSE REGAL FOR YOUR AMC?

- ✓ **Tailored contracts to meet individual client needs and budget requirements.**
- ✓ **24/7/365 highly trained team of engineers and technicians available.**
- ✓ **Our AMCs aim to optimize system performance, up-time and reliability.**
- ✓ **Complete peace of mind with planned maintenance and genuine parts.**
- ✓ **We provide choice, to assist you to get the best value for money, with additional technical services available to you when you need them.**
- ✓ **All electronic/ELV security equipment and services are supported by our highly trained and qualified team of security professionals.**



AMCS PLAN OPTIONS:

We offer different types of AMC's depending upon your needs.

You can choose the contract for you based on your budget, security requirements and individual site needs.

NON-COMPREHENSIVE AMC

INCLUDES ONLY BASIC LABOR AND SERVICES



BRONZE



SILVER

COMPREHENSIVE AMC

ALL-INCLUSIVE FOR LABOUR, SPARE PARTS AND ANY OTHER RELATED COSTS.



GOLD



PLATINUM

REGAL SECURITY ANNUAL MAINTENANCE PLANS

SERVICES	BRONZE	SILVER	GOLD	PLATINUM
Extended Hardware Warranty	FACTORY REPAIR SERVICE	REPLACE UNDER WARRANTY	FREE CHANGE OUT ON ALL HARDWARE	SPARE PARTS KEPT ON SITE FREE OF COST
Preventative maintenance visits	✓	✓	✓	✓
Comprehensive engineers report	✓	✓	✓	✓
Fully qualified staff	✓	✓	✓	✓
Free technical advice	✓	✓	✓	✓
Priority response to emergencies	✗	✓	✓	✓
No labour charge for call outs	✗	✓	✓	✓
24 hours, 365 days support	✗	✓	✓	✓
No Equipment charges	✗	✗	✓	✓
Free Software Upgrades	✗	✗	✓	✓
On Site 24/7 Monitoring Services	✗	✗	✗	✓

NON-COMPREHENSIVE AMC SERVICES:

Non-comprehensive service contracts cover only basic services, and work is charged only when required.

Any equipment and spare parts costs that arise during maintenance are borne by the customer and for which you are charged accordingly.



BRONZE



SILVER

NON-COMPREHENSIVE AMC CLIENTS

- **Hotels**
- **Restaurants**
- **Entertainment Venues**
- **Stadiums**
- **Cinema's**
- **Bowling Alleys**
- **Gyms & Sports Clubs**
- **Resorts**
- **Amusement parks**
- **Theaters**
- **Golf Courses**
- **Schools and Colleges**
- **School buses**
- **Bakeries**
- **Jewelry Stores**
- **Car Dealerships**
- **Small Businesses**
- **Standalone Offices**
- **Villa's**
- **Apartment Blocks**
- **Residential compounds**
- **Showrooms**
- **Warehouses**
- **Factories**
- **Pharmacies**
- **Recycling Facilities**
- **Industrial Complexes**

NON-COMPREHENSIVE AMC SERVICES:

BRONZE AMC PLAN



BRONZE

Our Bronze non-comprehensive option is a basic, entry-level post warranty service plan.

Included is an annual system health check, and you are quoted and charged separately for any repairs, replaced parts, and labour.

HARDWARE WARRANTY

- ✓ **Free Hardware Repair if under manufacturer's warranty period.**

SITE VISITS, CALLOUTS AND RESPONSE TIMES

- ✓ **All Call Outs are chargeable**
- ✓ **Critical Response time within 12 hours and Non-Critical Response within 72 hours**

SOFTWARE UPGRADES AND DATABASE MAINTENANCE

- ✓ **Software upgrade, System Backups and Database services are billed separately**

PREVENTIVE MAINTENANCE AND SYSTEM CARE

- ✓ **Annual On-Site System Health Check, with Preventative Maintenance, Adjustment and Cleaning of devices**

DOCUMENTATION AND APPROVALS

- ✓ **Police certification for trade license applications and renewals**

NON-COMPREHENSIVE AMC SERVICES:

SILVER AMC PLAN



SILVER

The Silver non-comprehensive AMC option includes quarterly preventive maintenance services without any replacement of parts.

After receiving approval on spares and labour charges the repairs will be performed.

HARDWARE WARRANTY

- ✓ **Free Replacement of Equipment under manufacturer's warranty**

SITE VISITS, CALLOUTS AND RESPONSE TIMES

- ✓ **1 Free Call Out per quarter**
- ✓ **Critical Response time within 6 hours and Non-Critical Response within 48 hours**

TECHNICAL SUPPORT

- ✓ **Free telephonic support between 08h00 to 17h30**
- ✓ **Quarterly AMC visit by a qualified technical team to perform preventive maintenance**
- ✓ **Annual site visit by Regal senior management**

SOFTWARE UPGRADES AND DATABASE MAINTENANCE

- ✓ **Free Annual software upgrade**
- ✓ **Quarterly Scheduled System Backups**
- ✓ **Database repair, maintenance or restore is billed when service is required**

PREVENTIVE MAINTENANCE AND SYSTEM CARE

- ✓ **Quarterly On-Site System Health Check**
- ✓ **Quarterly Routine hardware and back-up system tests**
- ✓ **Quarterly y On-site Preventative Maintenance**
- ✓ **Quarterly Adjustment and Cleaning of devices**

DOCUMENTATION AND APPROVALS

- ✓ **Police certification for trade license applications and renewals**

COMPREHENSIVE AMC SERVICES:

Under our comprehensive service contracts, the responsibility to keep the system in good working order is ours and includes all spare parts, labor, service, and transportation. This maintenance is frequent and completed on a pre-determined basis.

In short, these contracts cover any work to be performed be done by us, regardless of frequency or cost. Acts of God, physical mishandling or criminal damage are excluded



GOLD



PLATINUM

COMPREHENSIVE AMC CLIENTS

- **Airports**
- **Maritime**
- **Banks**
- **Corporate Offices**
- **Royal Palaces**
- **Hospitals**
- **Clinics**
- **Laboratories**
- **Military Bases**
- **Embassies**
- **Law Enforcement**
- **Local Authorities**
- **Road and rail links**
- **Re-fueling Depots**
- **Shipyards and ports**
- **Refineries and depots**
- **Storage Tanks**
- **Container Terminals**
- **Truck Depots**
- **Prisons**
- **Public Transport**
- **Marina's**
- **Metro Stations**
- **Parking Facilities**
- **Construction**
- **Telecommunications**
- **Data Centers**
- **Government Buildings**
- **Desalination plants**
- **Power Stations**
- **Sewage Plants**
- **Shopping Malls**

COMPREHENSIVE AMC SERVICES:

GOLD AMC PLAN



GOLD

The Gold comprehensive AMC takes care of any hardware faults, callout service, labour, repairs and preventative maintenance

Under the Gold plan our engineers come to service your facility, building, residence or office and do any repairs free of cost, all spare parts replacement is included.

HARDWARE WARRANTY

- ✓ Free Equipment Swap out on All Hardware

SITE VISITS, CALLOUTS AND RESPONSE TIMES

- ✓ Unlimited Free Call Outs
- ✓ Critical Response within 2 hours and Non-Critical Response within 24 hours
- ✓ 2 Incident-based call outs per quarter

TECHNICAL SUPPORT

- ✓ 24/7 free telephonic support
- ✓ Dedicated Site Engineer assigned to managed the site/s with a monthly visit by Regal management

SOFTWARE UPGRADES AND DATABASE MAINTENANCE

- ✓ Free Software upgrade every quarter to latest stable version
- ✓ Weekly Scheduled Backups
- ✓ Discounted rate for database repairs, maintenance and restorations.

PREVENTIVE MAINTENANCE AND SYSTEM CARE

- ✓ Monthly On-Site System Health Check
- ✓ Monthly Routine hardware and back-up system tests
- ✓ Monthly On-site Preventative Maintenance
- ✓ Monthly Adjustment and Cleaning of devices

UPTIME MONITORING SERVICES

- ✓ 24/7/365 Dashboard
- ✓ Monthly Executive Summary
- ✓ Customized Reports
- ✓ Remote monitoring of Server uptimes

DOCUMENTATION AND APPROVALS

- ✓ Police certification for trade license applications and renewals

OTHER SERVICES

- ✓ Discounted rate on Custom Integrations
- ✓ Discounted rate on Secure Cloud-based Services



COMPREHENSIVE AMC SERVICES:

PLATINUM AMC PLAN

Our 'On-site' Platinum comprehensive AMC provides complete peace of mind and offers the highest level in security coverage with fixed costs.

Resident engineers provide extensive 24/7/365 technical support with spare parts kept in reserve on-site for immediate replacement.

PLATINUM

HARDWARE WARRANTY

- ✓ Extended Hardware Warranty, all critical spare parts kept on site for emergency replacement

SITE VISITS, CALLOUTS AND RESPONSE TIMES

- ✓ 24/7/365 On-site support
- ✓ Critical Response time within 15 minutes and Non-Critical Response within 2 hours
- ✓ Unlimited Incident-based call outs

TECHNICAL SUPPORT

- ✓ 24/7 on-site technical support with back-office team
- ✓ Qualified Engineers based-on-site with visits by Regal Security management weekly

SOFTWARE UPGRADES AND DATABASE MAINTENANCE

- ✓ Software upgraded on release of latest stable version
- ✓ Daily Backups
- ✓ Full Database Maintenance, Repair and Restore support

PREVENTIVE MAINTENANCE AND SYSTEM CARE

- ✓ Daily On-Site System Health Check
- ✓ Daily Routine hardware and back-up system tests
- ✓ Daily On-site Preventative Maintenance
- ✓ Daily Adjustment and Cleaning of devices

UPTIME MONITORING SERVICES

- ✓ 24/7/365 Dashboard
- ✓ Monthly Executive Summary
- ✓ Customized Reports
- ✓ On Site 24x7 Monitoring of Servers, Workstations, and all Peripheral devices

DOCUMENTATION AND APPROVALS

- ✓ Police certification for trade license applications and renewals

OTHER SERVICES

- ✓ Custom Integration services available on request
- ✓ Secure Cloud-based Services designed to meet your requirements

REGAL SECURITY ANNUAL MAINTENANCE PLANS

SERVICES	BRONZE	SILVER	GOLD	PLATINUM
HARDWARE WARRANTY				
Extended Hardware Warranty Options	Free Repair under manufacturer's warranty	Free Replacement under manufacturer's warranty	Free Equipment Swap out on All Hardware	Spare parts kept on site for emergency replacement.
SITE VISITS, CALLOUTS AND RESPONSE TIMES				
Free Call Outs	No	1 per quarter	Unlimited	24/7 on site support
Critical Response Time	Within 12 hours	Within 6 hours	Within 2 hours	Within 15 minutes
Non-Critical Response	Within 72 hours	Next business day	Same day	Within 2 hours
Incident-based call outs	No	No	2 per quarter	Unlimited
TECHNICAL SUPPORT				
Telephonic Support	No	8am – 5.30pm free support	24/7 Free Customer support line	24/7/365 on site support
On site visit by qualified engineers	No	Quarterly Visit by technical team	Dedicated Site engineer	Engineers based on site 24/7/365
SYSTEM UPGRADES, IMPROVEMENTS AND DATABASE MAINTENANCE				
Free Software Upgrades	No	Annually	Quarterly	On latest release
Automatic Scheduled Backup	No	Quarterly	Weekly	Daily
Database Repairs/Restores	No	Chargeable	Discounted Rate	Free of cost
PREVENTIVE MAINTENANCE AND SYSTEM CARE				
Site Health Check Schedule	Annually - Remote Health Check	Quarterly On-Site Health Check	Monthly On-Site Health Check	Daily On-Site Health Check
Routine hardware and back-up system tests	Annually	Quarterly	Monthly	Daily
On-site Preventative Maintenance	Annually	Quarterly	Monthly	Daily
Adjustment and Cleaning of devices	Annually	Quarterly	Monthly	Daily
REPORTING AND MONITORING SERVICES				
24/7/365 Dashboard	No	No	Yes	Yes
Monthly Executive Summary	No	No	Yes	Yes
Free Custom Reports	No	No	Yes	Yes
24x7 Monitoring – Server, Workstation, and Peripherals	No	No	Remote	On Site
OTHER SERVICES				
Custom Integrations	Price on request	Price on request	Discounted Rate	On application
Cloud-based Services	Price on request	Price on request	Discounted Rate	As per scope

*** Costs will vary dependent on product type, brand installed, age of the system, current condition of system and warranty status**



REGAL SECURITY SERVICES

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GET IN TOUCH

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