



## Introducing Wren Services

A provider of high quality video surveillance solutions for more than 25 years, Wren knows that there is more to implementing a surveillance system than just purchasing the hardware. Proper selection, placement, and installation of cameras, implementation of video management software, as well as carefully managed roll-out and training are key to the success of any new system. Once the system is installed, access to maintenance services and technical support allows customers to quickly resolve issues and keep their system up to date.

Wren Services are designed to ensure that our customers' video surveillance solutions are properly designed, implemented, and maintained for maximum performance and use. Our customers benefit from our extensive technical knowledge as a manufacturer, our sensitivity to usability as a software developer, and our commitment to customer service. Our customers enjoy a single point of contact for all of their questions and issues, ensuring quick resolution and consistent performance.



*Wren provides a complete portfolio of services to meet our customers' needs.*



The Power to See  
Your Business<sup>SM</sup>



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To learn more about Wren Services, pricing and availability, please contact your sales representative at 1-800-881-2249.

## Wren Installation Services

Wren's Installation Services include a comprehensive set of evaluation, planning and implementation services to ensure that your video surveillance solution is professionally installed to strict standards, while coming in on time and on budget. Wren has managed projects from limited single-building implementations, to multi-site, staged, nationwide roll-outs. Our methodology is focused on providing comprehensive service and evaluation check-points throughout the process to ensure proper installation. The following components make up Wren's Installation Services:

- » **Site Assessment** Site assessments are critical to ensuring that the proper equipment is positioned in the proper location to accomplish the goals outlined by the customer. This process gives us an opportunity to identify special circumstances, challenging environments or other issues that require special equipment or service.
- » **System Design** Based on the information captured in the site assessment, Wren is able to provide a detailed system design that includes: camera placements, network layout, equipment list, and "Scope of Work" for installation services.
- » **Project Management** As Project Manager, Wren coordinates the activities of all parties (*Wren staff, customer project team members and field technicians*) to ensure that all aspects of the project are completed on time and on budget. Wren's success with nationwide roll-outs is a testament to its precision project management skills.
- » **Hardware Installation** Installation of each and every cable and camera is important to ensuring that every camera reliably captures just the right shot to meet the defined objectives.
- » **Training** Wren provides System Administrator and end-users training on the functionality and use of the Encapsulon Video. As the software is the gateway to video, this training is essential for ensuring maximization of video in the organization.

## Wren Customer Care Program

Wren's Customer Care Program provides support, repair and access to knowledgeable support resources for ongoing service needs. All customers that purchase Wren equipment are entitled to receive support under Wren's Customer Care Program. The program is available to customers at no charge for an initial period to take the worry out of system operation during the launch of the system. An agreement can be put in place to extend the program for those who want continuous, unrestricted access to our comprehensive support resources. Wren's Customer Care Program services include:

- » **On Site, On Demand** Wren's On Site, On Demand services provide support on location. This service offers quick response time and comprehensive support for organizations that rely on video for critical security and operations applications.
- » **Technical Support** Technical support is designed to help customers troubleshoot the system and get the system up and running or adjusted to specification with the help of our knowledgeable technical support staff. Wren's Help Desk is happy to address issues from video equipment questions to Encapsulon Video issues updates, to troubleshooting support.