



Brivo Professional Services

Field Services

On-premise User Administration Training and System Commission

System Administrator training provides general office or security personnel with hands-on training on the use of the browser-based interface to the Brivo ACS applications. Training packages are available based on the number of occupants you wish to train.

Topics include:

- Card Management
- User Management
- Activity Log
- Report generation
- Viewing Video
- Configuring Email Notifications
- Schedules
- Backup and Archiving (OnSite Products)
- Site Management
- Control panels
- Doors
- Devices

Instructor-led Online User Administration Training

Brivo now offers system administration via Webinar. Once this service has been requested by the Brivo dealer, the training organizer will send an information form to be filled out by the requestor. Brivo will take care of everything else including scheduling the interactive Webinar with all parties, setting up the conference call, and follow-up questions.

Online User training provides general office or security personnel with hands-on training by logging into their browser-based account. The Brivo trainer will guide them through the topics below and answers any specific questions they may have. Courses are of much shorter duration than typical tutorials due to the ease-of-use of the HTML (browser) interface.

Topics include:

- Basic Topics
- Card Management
- User Administration
- Activity Log
- Report generation
- Configuring Email Notifications
- Schedules and Holidays
- Backups (for OnSite Products)
- Site Management
- Control panels
- Doors
- Devices
- Advanced applications

Instructor-led Online Technical Training / Support

Installers and technicians who are kept up to date on the latest installation, advanced applications, and troubleshooting techniques, are the key to profitability and customer satisfaction. Brivo is continually adding new features to all of its product lines. Because of this dynamic, it is important that Brivo Authorized Resellers keep current with new features.

The Brivo trainer guides your installers and technicians through the topics below and answers specific questions. Technical Training Performed by Brivo Web Sessions Includes:

- ACS5000 component overview, assembly and connectivity with live hardware
- Basic networking concepts associated with setup and operation
- Planning the installation and campus design concepts

Brivo Professional Services

- System account, panel, reader, and device creation in live account
- Access administration and user management
- Troubleshooting techniques and new feature updates
- Advanced application validation, training and support

Professional Services

Brivo offers professional services for dealers, installers, and end-users to help get new installations up and running smoothly. The use of Brivo professional services allows for a more complete security solution.

Brivo's professional service options include system customization development, on-premise support, and database conversion services. To get started, review the offerings below then see Ordering Information below..

API Development

Brivo XML-RPC API is built into every Brivo product. API development services are available to establish proficiency with two different types of applications: integration coding for connecting other IT systems to the access control system, and entirely Web applications that use Brivo systems as a back-end to perform low-level access and hardware control functions. Services Include:

- Draft functional requirements
- Design documents overview
- Final design documentation
- Schedule of deliverables
- Help documentation
- User guides
- Extensive QA testing of final product
- Programming

On-premises Support with Brivo Technician

Installation and on-premise commissioning are an essential part of ensuring the successful launch of a new security system. Brivo offers on-premises technical support to ensure the success of installation and to assist with complex programming and set-up of configurations that are unique to the application. Available on-premise services include:

- System configuration and programming set-up
- Configure hardware
- Email/SMTP integration
- Badge configuration
- Database configuration
- Access administration planning
- ACS5000-S to ACS-SE/XE Appliance Conversion

Private Label Design Services

Integrators and end users often wish to have their own service offerings or Web pages differentiated from other products on the market. That's why Brivo offers private label design services to customize the appearance of our appliances and meet your brand and product management needs.

Available services include:

- Custom banners, graphics, logos, and icons
- Home page design and layout, including functional enhancement
- Style sheet modifications for color themes, fonts, and page layout
- Editorial changes to text such as privacy statements, terms of use, warranty, support policies, service level agreements customer support procedures and business process documentation.

Data Conversions

Brivo Professional Services

Brivo Professional Services can help reduce time when replacing an existing system. There's often a significant population of credentialed users whose personal data must be transferred from an older system to the new Brivo system. We provide database conversion services to assist with this process, and make sure that field mappings and data integrity are preserved across system boundaries. Included in the service are all forms of user-related textual data, as well as any images that may be associated with employees and/or badge production. Conversion services available include the following:

- User/Credential Database Conversion Service
- ACS OnSite to ACS WebService Data Conversion
- Mass Import and Conversion of Photo ID/Images into the User Database per hour

Account Merging

It is not unheard of for buildings and offices to change ownership. Because of this, it is possible an existing customer may want to combine two existing Brivo ACS accounts into one to take advantage of our unparalleled centralized management. This service includes the moving of all programmed doors, hardware and their sites, as well as all unique card holders, from one account to another. Items that can be merged include:

- sites
- control panels
- devices/doors
- notifications
- schedules/holidays

Custom Reports Development

While all Brivo products come with a wide range of built-in reports and reporting tools, experience shows that most end-users will require the development of additional reports to meet their own internal security and corporate requirements.

The Custom Reports Development service provides a consultative approach to rapid development of reporting tools that provide summary output in a variety of formats, from traditional readable paper (or PDF) formats for managers, to CSV files that can be readily imported into spreadsheets or other Business Intelligence tools.

Custom Badge Design

Brivo's badge designer applications are feature-rich and provide an easy-to-use interface, however, creating a badge template with a precise layout and color scheme can be very time consuming for both a dealer and end user. Custom badge design by a Brivo specialist will insure that the desired badge layout will be created in the ACS application.

Ordering Information

To get started, review the offerings below then either contact your Regional Sales Manager or call Brivo Inside Sales 866-274-8648 for more information.

- **ACSSITESPT** On-premises Support with Brivo Technician (Does not include travel and expenses)
- **ACSSITEEXP** - On-premises Technical Assistance within 72 hours (Does not include travel expenses)
- **ACSPREMUTRN** - On-premises User Administration Training & Systems commissioning for up to 5 Students (Does not include travel expenses)
- **ACSPREMUADD1** - On-Premises User Administration Training & Systems Commissioning for additional 6 - 12 students—added to existing ACSPREMUTRN
- **ACSWEBUTRAIN** - Instructor-led Online User Administration Training

Brivo Professional Services

- **ACSBARWEBTRN** - Instructor-led Online Training , Application Design and/or Technical Support for up to 3 hours (Does not include CEU Certification)
- **ACSAPIDEV** – Custom API Development (Quote will be based on detailed specification)
- **ACSBRAND** - Private Label Design Services
- **ACSDATACON** – Import and Conversion of User/Credential database into an ACS WebService account
- **ACSIMGCON** - Import and Conversion of Photo ID/Images into the ACS WebService account (This is in addition to the ACSDATACON User import)
- **ACS5000S2E** – ACS5000-S OnSite to ACS5000-E WebService Conversion
- **ACSACCTMERGE** - Merging of two Brivo ACS accounts
- **ACSREPORT** - Development of Custom Reports (Quote will be based on detailed specification)
- **ACSCBD** - Custom Badge Design
- **ACSVID** - Integration with video systems that are currently not supported in Brivo systems