

Evolution – Service and Maintenance

Optimising Your Systems' Performance

Dedicated teams to deliver systems and software upgrades, service and support.



evolutionsecurity.com

 **Evolution**[®]
(Electronic Security Systems) Ltd.

“Dedicated teams to deliver upgrades, service and support.”



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Enhancing systems' performance

Technology today is built to last. Reliability and performance have become the watchwords for a successful fire and security solution. But even the most modern systems need to be regularly serviced and maintained to ensure they perform on the top line, every time, preventing problems before they occur. And this applies to the software too, managing software enhancements and upgrades to get the best out of the technology installed, both now and in the future.

Whether it's a technology installed by Evolution, or a legacy system from a third-party provider, we have the proven reputation and ability to help you to optimise your systems' performance and manage your ongoing costs.

Dedicated team of professionals

At Evolution, we have a dedicated team of service and maintenance engineers, meeting the needs of our customers nationwide, 24/7. Our field-based and office-based engineers are of course highly qualified, highly skilled and highly trained on the latest manufacturers' equipment, and their training is regularly refreshed in-house. But then perhaps that's a 'given'. What our engineers also have is the highest levels of security clearance (both SC and DV clearance), enabling them to work in the most sensitive environments and giving you complete peace of mind.

In-house technical support

To complement our engineers, we also have a dedicated Technical Support Team, led by a Technical Support Director. Our in-house team provides customers with immediate access to help on some of the more technical aspects of your installation, managing the highest level of software

upgrades and providing remote diagnostic support to ensure minimum downtime and maximum product availability.

Innovation in thinking

Our teams not only provide service and maintenance. They also go further. We advise our clients on new technology and thinking, and appropriate modifications or upgrades that may further enhance systems' reliability and performance, reduce energy consumption and ultimately reduce your service and maintenance bill.

Simple pricing and contracts

Our clients enjoy simple contracts and transparent pricing matched to agreed Key Performance Indicators (KPIs) and Service Level Agreements (SLAs). Whether you want a standard or fully comprehensive service, a project or annual fee, we can tailor our services to meet your requirements, whether across single or multiple sites.

Management and control

We look after the people who look after you. Not only do they receive the highest levels of training but we also monitor their performance, to ensure you are receiving a best-in-class service. We also protect our staff by tracking their vehicles, to keep them safe on the road, and to help give you a full audit of our services.

Long-term partnerships

Evolution has built an impressive list of long-term relationships with blue chip clients, clients who have come to trust our support in making the most out of the systems installed. If you would like to know more about how Evolution can help you, please contact **+44 (0) 1628 530 380**.

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