



Diebold Security
**COMPREHENSIVE SECURITY SERVICES
FOR EVERY ASPECT OF YOUR BUSINESS**

WORLD-CLASS SERVICE DELIVERED BY A SINGLE TRUSTED PARTNER

As a single source for all of your security needs, we are dedicated to providing you the most innovative security solutions and pairing them with our industry-leading monitoring and managed services. Benefit from Diebold's extensive reach and powerful resources and enjoy the confidence that comes from partnering with one of the nation's premier security services providers.

AWARD-WINNING MONITORING

Diebold is an award-winning enterprise security monitoring partner, delivering responsive, reliable, flexible solutions. Our Monitoring Center is UL, ULC, UL2050 and CSAA Five Diamond certified and is the only monitoring center twice honored with Central Station of the Year by the Central Station Alarm Association (CSAA). We offer a comprehensive portfolio of monitoring and managed solutions to help you enhance life safety and maximize your investment in security technology.



For more than 150 years, the Diebold name has been synonymous with security and innovation. We work with you to create the optimal solution for your security needs. And we pair that solution with the world-class services you need to help you mitigate risk and improve your operations.

Diebold embraces a services-driven approach to security to make your environments more secure and more efficient. Focused on more than devices and components, Diebold works with you to pair your solutions with the single-source security services you need to make them work for you. Leverage our comprehensive array of scalable, customizable services to enhance and improve your security operations.

Monitoring Services

Diebold offers a full spectrum of monitoring services from our UL, ULC, UL2050 and CSAA Five Diamond certified monitoring center. Customize services to match your location-by-location needs from coast to coast.

- Intrusion alarm monitoring
- Fire alarm and sprinkler monitoring
- PIN management by Diebold
- Critical condition monitoring
- Elevator monitoring
- Arm and disarm supervision
- Arm and disarm logging
- ATM skimming alert monitoring
- Disaster recovery monitoring
- Hold-up and duress monitoring
- Video alarm verification
- Custom exception reports

Diebold SecureStat® – Online Services

SecureStat® revolutionizes the way you interact with your security. Integrating with your equipment and available on any smart device, anytime, anywhere, SecureStat makes comprehensive security management a reality.

- **SecureStat Access:** Determine how and when facilities are accessed by modifying or deleting cardholders, remotely locking/unlocking doors and managing access schedules.
- **SecureStat Intrusion:** Remotely arm and disarm, check current status and alerts, bypass and manage your alarm systems, regardless of location or platform.
- **SecureStat Monitoring:** View alarm account data and activity, put systems in/out of test mode and more for a single site or all of your sites.
- **SecureStat Alerts:** Monitor alarm or non-standard activity, generate reports and configure notifications.
- **SecureStat Video:** Ensure video system performance with continuous monitoring of video components for network connectivity, recording status, video loss, hard-drive operation and capacity, component temperature and more.
- **SecureStat Cloud Storage:** Your video can easily and seamlessly be saved to and retrieved from cloud storage exclusively or in combination with local IP storage, with live view capabilities.
- **SecureStat Fire:** Instantly view the number of fire alarms and trouble conditions that have been recorded over the last 24 hours for any site in your network.
- **SecureStat Account Management:** Reference site maps, account detail, audit information and receive relevant news.
- **SecureStat Service:** Initiate and track maintenance service requests.

System Communication Services

Comprehensive primary or back-up alarm communication options to allow signal transmission between your security equipment and Diebold's Monitoring Center utilizing Internet, cellular and dial-up options.

- **Cellular Services**
 - Back-up communication
 - Primary communication
 - UL Fire Alarm communication
 - UL Intrusion communication
- **Internet Communication**
 - Back-up communication
 - Primary communication
 - UL Intrusion communication

Access Services

Remotely managed, hosted and monitored access combines Diebold's security innovations and our highly trained security professionals for the ultimate access solution. Whether we manage it for you or with you, Diebold offers the flexibility to provide your ideal amount of control.

- **Access door management and monitoring**
- **Diebold Hosted Access**
- **Diebold Managed Access**

Video Services

Benefit from priority police response, higher apprehension rates, maximized system operation and improved guard service productivity with Diebold's extensive offering of video services.

- **Video trouble notification**
- **Video health check**
- **Video alarm verification**
- **Video guard tour**

Preventative Maintenance Services

Maintain optimum system functionality, reduce vulnerabilities and minimize costs for all types of systems with Diebold's scheduled preventative maintenance.

- **Annual, semi-annual and quarterly PM service**
- **All systems including intrusion, video, access and integrated solutions**

Fire Alarm Test and Inspection Services

Diebold's team of trained and certified service professionals work with you to ensure compliance to local fire codes and regulations. Maintain optimum equipment performance and mitigate risk through regularly scheduled testing and inspection.

- **Annual, semi-annual and quarterly inspections**

Remote Enterprise Services

The Diebold Enterprise Technical Support team can administer software support upgrades, expertly navigate network challenges and provide technical services for your integrated security systems.

- **Software management and support**
- **Software license and update**
- **Remote technical assistance**

Embedded Services

Diebold offers fully trained on-site specialists dedicated to your business to maximize the efficiency of your staff and your security operation and allow you to take advantage of the latest technologies by leveraging Diebold's expert support staff to assist in managing complex security systems.

- **Technical specialist, administrative specialist, project and program managers**
- **Dedicated time is fully customizable**

Service Plans

With Diebold's comprehensive service plans, you can rest assured that your systems will receive expedient priority service. We guarantee availability on parts to ensure maximum system functionality for all types of security systems.

- **Standard Service Plan:** 8 a.m. – 5 p.m., Monday – Friday, parts and labor
- **Advanced Service Plan:** 24 hours, 7 days a week, parts and labor
- **Premium Response Service Plan:** 4-hour response, 24 hours, 7 days a week, parts and labor
- **Labor-Only Service Plan:** 8 a.m. – 5 p.m., Monday – Friday, labor only

Value-Added Services

Leverage Diebold's value-added services to assist you in the administrative requirements you face in managing your security operations.

- **UL Fire Certificates**
- **UL Intrusion Certificates**
- **Specialized billing**
- **Permit management**
- **False alarm fine management**



AS THE NATION'S OLDEST AND MOST TRUSTED SECURITY PARTNER, DIEBOLD IS
COMMITTED TO PROVIDING COMPREHENSIVE SECURITY SERVICES AND INNOVATIVE
SOLUTIONS TO KEEP YOUR EMPLOYEES, ASSETS AND BUSINESS SECURE.



To learn more about how Diebold Security can deliver industry-leading, comprehensive security services to meet your needs, contact your Diebold sales representative or call 1-800-806-6827.

Contact Information:
Diebold Security
1790 Graybill Road, Suite 100
Uniontown, OH 44685

For more information:
Toll Free: 855-331-0359
www.dieboldsecurity.com

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