



BUILDING SYSTEMS & AUDIO-VISUAL TECHNICAL SUPPORT



Buildings are getting more sophisticated with automation and communication systems designed and constructed to enable them to be more dependable, occupant friendly and environmentally efficient. As a full-service electrical, systems and automation contractor, ERMCO works with clients to develop and maintain their building automation and AV systems throughout the life of the systems, from design through installation and programming to ongoing technical support.

TECHNICAL SUPPORT SERVICES AVAILABLE

Managing and maintaining systems is key to proper performance and to maximizing the life of all of a building's automation and control systems.



Remote monitoring and troubleshooting



Planned maintenance



Alarm response and management



Trend analysis

SYSTEMS SUPPORTED INCLUDE:

Building Automation

- Tridium/Niagara
- Honeywell WEBs
- Distech
- Circon

Access Control

- Avigilon
- Gallagher
- Honeywell WEBs

Audio Visual

- Biamp
- Crestron
- Extron

CCTV

- Avigilon
- Exacq
- Honeywell
- Milestone

Other

- Sound Masking

TECHNICAL SUPPORT CONTRACT OPTIONS

- Onsite Service – from scheduled maintenance to emergency repairs.
- Remote Technical Support – answering your questions and managing your system.
- Support & Service Agreements – customized to your needs.



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TECHNICAL SUPPORT SERVICES AVAILABLE



REMOTE MONITORING AND TROUBLESHOOTING

ERMCO Technical Support Services connects remotely to a client's systems as needed for monitoring and troubleshooting. When needed, ERMCO Technical Support Services can dispatch service technicians for onsite repair and maintenance.



PLANNED MAINTENANCE

ERMCO Technical Support Services can manage and perform software updates and patches as required for various systems.



ALARM RESPONSE AND MANAGEMENT

ERMCO Technical Support Services can automatically receive alarms from client systems and respond accordingly.



TREND ANALYSIS

ERMCO Technical Support Services can provide trend analysis that helps clients reduce cost and improve operations.

CONTACT INFORMATION AND HOURS



317.780.8800



BAService@ermco.com



TECHNICAL SUPPORT HOURS AND RESPONSE TIME

Technical Support is available **24/7**.

ERMCO Technical Support Services responds within **30 MINUTES** of receiving a support request within standard business hours: Monday-Friday, 8:00am-4:00pm (eastern).

Response times may be slightly longer outside of standard business hours.