

Optimize the Protection and ROI of your OnGuard System



LenelS2 Managed Services

Overview

Platinum Support is a new managed service from LenelS2 that helps OnGuard® customers maximize the potential of their system now and into the future. A dedicated LenelS2 point of contact ensures high-priority concierge service with direct access to technical experts.

Platinum Support includes a valuable bundle of Advanced Services for the VAR or system user to optimize system performance without additional costs.

Platinum Service Scope

- Platinum Support Coordinator: One point of contact
- Direct End User & Emergency 24/7 Support
- Monthly system health checks
- System Hardening & Cybersecurity Service
- Annual remote database upgrades
- Priority access to Technical Support, Engineering, Custom Solutions and Professional Engineering Services
- Direct access to Technical Support Subject Matter Experts

How You Benefit



Maximize your System Capabilities

Your dedicated Platinum Support Coordinator will prioritize your questions on planning, support and future development opportunities. Take advantage of your system's full potential beyond physical security.



Optimize Performance

The regular, proactive maintenance plan included with Platinum Support reduces risk and ensures high performance throughout your system's lifetime.



Cost Efficiency

Benefit from a comprehensive support and maintenance package with predictable costs and bundled savings.



Partners for Success

The power of our experienced VARs and LenelS2 experts provides system users with peace of mind and helps VARs meet more complex customer needs.

Contact your local VAR or request a call from your local sales representative [here](#).