

Professional Engineering Services



Overview

The Professional Engineering Services (PES) team works with LenelS2 VARs and End Users to accomplish short-term projects including upgrades, mergers and migrations, hardening, access level management, deployments, cardholder cleanup, and fault tolerance/high availability solutions.

PES complements your existing security team by adding a professional with a dedicated project focus. In addition to specializing in OnGuard® upgrades, the PES team can help with a variety of projects to enhance your existing OnGuard investment and improve security. The PES team provides the expertise to control risk, reduce downtime, and provide our end users the best results.

Target Audiences

- Customers that require minimal downtime and immediate factory support during upgrades
- Customers migrating to OnGuard from another product
- Customers seeking to consolidate multiple systems to streamline workflows and save costs
- New and existing customers who need assistance with hardening, access level management, and fault tolerant/high availability solutions
- Customers that require program management due to multiple projects occurring at the same time

Professional Engineering Services Offerings

- OnGuard Installs and Upgrades
- Upgrade Standby Support
- System Assessments
- Factory Acceptance Testing
- Enterprise Planning
- Cardholder Imports and Mergers
- NEC Express Cluster Deployments
- Windows® Clustering Deployments
- Pro to Enterprise Conversions
- PicturePerfect™ to OnGuard & Sync
- Facility Commander® Wnx to OnGuard & Sync
- Diamond II/Legacy to OnGuard
- Hardening Services
- Cloud Deployments
- Program Management
- Access Level Analysis

Hardening & Access Level Management Services

- Harden your environment with OnGuard specialists
 - Basic and advanced hardening support available
- Access level management and cleanup
 - Understand and correct access level assignments based on cardholder roles and business rules
 - Normalize access level assignments

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Program Management Services

- Project management services are now available for all PES projects
- All projects include pre-planning, testing and a defined implementation plan
- Program Management services are available for customers with multiple projects

Full Lifecycle Support

- **Migrations to OnGuard:** We specialize in helping customers move from legacy applications to OnGuard®. PES has OnGuard, Facility Commander Wnx, PicturePerfect and legacy Infographics expertise. Hardware, photo and badge data migration, project planning assistance and sync are available depending on software type.
- **Data Conversions:** Provide on-site or in-house badge and photo data conversion services for most third-party security systems.
- **Oracle to SQL Conversions:** Migrate your OnGuard database platform from Oracle® to SQL® to simplify system support.
- **PRO to Enterprise, Region Splits and more:** Bring one or more stand-alone databases into a single OnGuard Enterprise. PES can also assist with splitting a region out into a new Enterprise, database cleanup and more.
- **Migration System Audits & Health Checks:** Two-day intensive review that covers all aspects of a basic OnGuard installation. Following the audit, PES will compile a comprehensive system report including risk highlights and recommendations for improvements.
- **Enterprise Deployment Program:** Facilitate a well-planned, deployed and maintained OnGuard Enterprise installation. PES will work in partnership with the VAR and End User to ensure the right system options are deployed to meet your business needs.

- **System Upgrade Support:** Plan and implement your OnGuard software upgrade as well as operate system and database system upgrades. Services range from remote "Call if needed" to full upgrade support with planning, testing and execution from PES. Post-upgrade monitoring days are available for sites that need additional support. Upgrades may be performed on-site or remote. Evening and weekend upgrade support is available.
- **Disaster Recovery Planning and Deployment Assistance:** Engagement begins with a thorough customer planning and evaluation of an optimized redundancy solution, followed by on-site implementation.
- **Factory Acceptance Testing:** Comprehensive test of all system functionality prior to deployment of a system in a production environment. A default Factory Acceptance Test of the basic OnGuard system is included with this service. Additional custom modules can be developed and added upon customer request.

Learn More

To request a quote for professional engineering services, visit services.lenel.com.

For questions, email us at pes@LenelS2.com.

LenelS2 Advanced Services also offers custom developed solutions and managed services. Visit LenelS2.com for more information.



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