



# Brivo Professional Services

Our Professional Services team works closely with you to design, implement, integrate and optimize Brivo Access for your customers

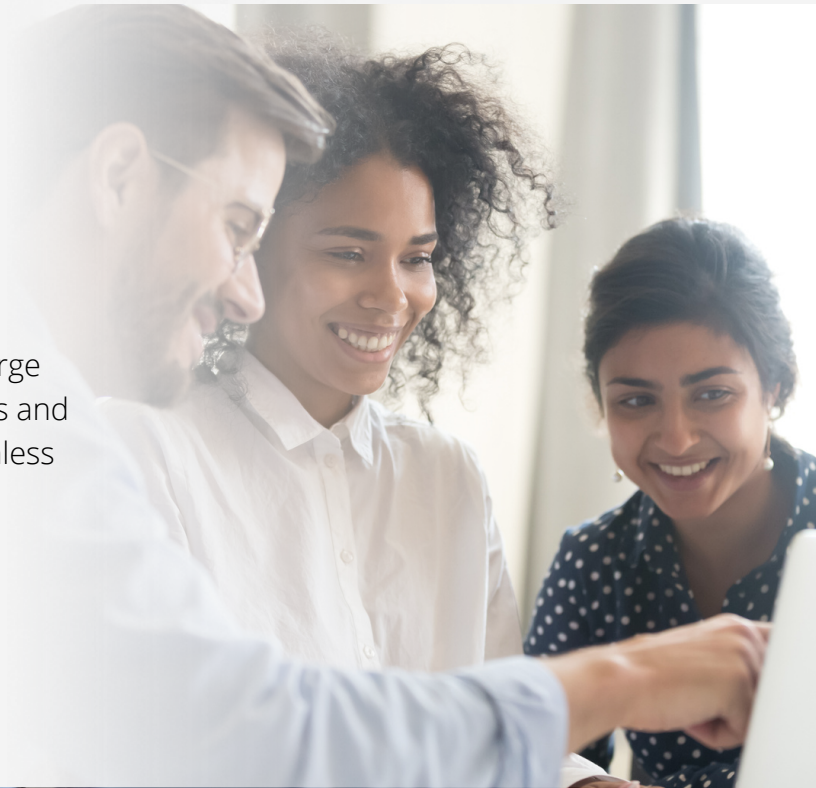


## How We Help You

We understand the challenges of securing physical premises

Our experts work with you to strategically plan large system deployments. We help you meet timelines and ensure future installations are reviewed for seamless deployments.

**Together, we can create a customized strategy that meets your customers needs.**

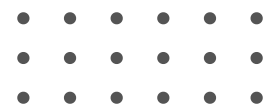


Brivo Partners rely on our team of security experts to manage new or challenging projects through a variety of services.

- 1 Consultation:**  
Configuring a system or solving a tricky, operational problem
- 2 Training:**  
Organizing structured on-site and online programs for you and your end-users
- 3 Optimization:**  
Integrating data with other IT platforms to drive business value



**"I saw initiative from day one with constant communication and quick feedback."**  
-Technical Support Specialist



# Options Available to You

## ON-SITE SERVICES

Receive on-site assistance through installation, configuration and system deployment. Our experts identify areas of concern to ensure the system operates at peak performance. This service is recommended for complicated and large system deployments.

### On-site Services include:

- Hardware installation training
- Configuration and validation of installs
- On-site installation assistance
- Administrator intro/advanced training
- Site programming.....and more

## REMOTE SERVICES

Leverage technical and customer support assistance from an expert for any device worldwide. This service is recommended for technicians with limited knowledge of system configurations/training.

### Remote Services include:

- Account cleanup
- Account programming
- Administrator intro/advanced training
- BOSS Conversion
- Bulk Brivo Mobile Pass invitation
- Identity connector configuration support
- Image upload
- Data upload
- Pre-install account creation
- System evaluations

## Glossary of Service:

**Account Cleanup** - The process of organizing and managing accounts within the Brivo Access to ensure accuracy, efficiency, and security. It involves reviewing and adjusting user accounts to remove outdated or unnecessary information, update permissions and access levels, and ensure that the system remains up to date and aligned with the organization's requirements.

**Account Programming** - The process of setting up and customizing user accounts within the Brivo access control system to meet the specific needs and requirements of an organization. It involves defining various parameters and settings that determine how users interact with the system and what actions they can perform.

**Administrator Training** - familiarize administrators with the functionalities, features, and processes to use the Brivo system effectively and efficiently. Training ensures that end-users understand how to navigate the user interface, utilize access credentials (such as keycards or mobile credentials), and perform daily tasks.

**BOSS Conversion** - a means for Brivo Onsite Server users to convert their existing Brivo Onsite Server data for use with Brivo Access accounts. This service also allows Brivo Onsite Server users to transfer their user, group and credential data for use with a Brivo Access account.

**Bulk Issuing of BMP's** - Leveraging Brivo to efficiently and rapidly generate/disturbed Brivo Mobile Passes via email to multiple users within an account.

**Data Upload** - The process of transferring relevant access control data from a local system to the Brivo cloud platform for centralized management (e.g. users profiles, groups, credentials, custom fields, etc.)

**Image Upload** - The process of uploading images or photographs to the Brivo cloud-based access control platform. In the context of Brivo, images are often associated with user profiles and are used for visual identification purposes.