DIVIDIA

annual renewal necessary
to maintain plan benefits

TX Lic. B6555

Video Surveillance Maintenance Plan

Remote Support

NVR offline and camera down notifications



Dividia monitors your system using automated hourly checks. If we don't receive a response, our system immediately opens a support ticket and begins remote diagnosis. If we can't resolve the issue, we'll contact you to attempt resolution. If necessary, we'll request approval to dispatch for an onsite service call.
This minimizes downtime and reduces manual operations checking.

NVR Health Monitoring



Dividia continuously monitors your NVR's critical functions, including hard drive status, system temperature, network connectivity, and more.

Telephone / Email Support



All clients receive telephone support for Dividia equipment, but maintenance plan customers get enterprise-level priority access. Our knowledgeable technicians can retrieve video footage, provide training, and remotely access your NVR system. We also offer customized training and tips to help you maximize your system's capabilities.

Software Updates



Our developers continuously enhance user experience and add new features based on client feedback. As one of only two privately owned security and surveillance integration companies in the US that manufactures its own equipment, we can quickly adapt to your specific needs. Maintenance plan customers receive automatic software updates and custom integration options as needed.

Priority Scheduling



We strive for fast response times for all customers. Maintenance plan clients receive priority scheduling for any support or service needs.

On-site Support

Camera Adjustments and Cleaning



As your business evolves, camera positions may need adjustment for optimal coverage. During quarterly visits, we'll reposition cameras as needed and clean lenses to ensure clear image quality. Additional adjustments outside of scheduled visits are available for an additional service fee.

Testing and TLC



During onsite visits, Dividia performs comprehensive testing and maintenance that can't be done remotely. This includes server, cable, and camera maintenance to extend equipment life and ensure peak performance.

Extended NVR Warranty



The annual Dividia maintenance plan extends your system warranty for as long as you maintain active coverage.

Please contact an account manager today for more information!

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