YOU'VE JUST ENHANCED THE SECURITY OF YOUR BUILDING...WHAT'S NEXT?

After the contract is executed, we will:

+ Assign you a project manager who will be with you every step of the way during the system's installation.

+ Schedule a meeting to discuss the installation timeline and answer any initial questions you may have, in addition to reviewing delivery of any required Purchaser Provided Items, hardware selections, system and equipment locations, building work standards, access/parking requirements, and billing.

+ Send you a detailed summary of the initial meeting, including selections made and action items.

What you need to do:

+ Provide electronic AutoCAD floor plans of your space for permitting purposes. If the space is under construction, the floor plans should also include door schedules.

+ Return the completed Letter of Agency for communications installation or Internet Requirement form as requested.

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Prior to system activation, we will:

+ Schedule a meeting to discuss card authorization levels, administrators, security hours, emergency contacts, response message structure, standing admits and standard Kastle procedures.

+ Provide you with a user guide for your system.

+ Provide you with templates to complete for:
  − Card assignments and required card administration information from tenants.
  − Contacts and Procedures form for monitored signals.
  − Emergency contact information.
  − Elevator entrapment response.
  − Standing admits for building and tenant vendors.
  − Introductory letter announcing the system installation to tenants.

What you need to do:

+ Provide a tenant list for the building. Note the tenant contacts that will act as card administrators for each firm.

+ Provide 30 day termination of service notice for any vendors performing Kastle-contracted functions.

+ Check for any items required for the system to pass the fire marshal's inspection -- signage, emergency lights and appropriate smoke detectors and fire pulls.

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Two weeks prior to system activation, we will:

+ Install the system.

What you need to do:

+ Return all completed Kastle templates (especially that card assignment template)

+ Keep us apprised of any changes to your schedule.

+ Submit your preferred responses procedures for each event.

+ Have received your MyKastle welcome email and signed on to MyKastle at least once.

One week prior to system activation, we will:

+ Schedule a meeting to review all system information, including:
+ Distribute initial cards (access cards can be delivered at this time).
+ Provide System Activation Announcement for tenant distribution.
+ Provide detailed user instructions, including a review of the User Guide and MyKastle functions.
+ Schedule final system inspections with you and the local jurisdiction.

What you need to do:

+ Review and revise all information as necessary.
+ Distribute access cards – or allow Kastle to coordinate distribution.
+ Assist in the final system inspection as necessary.

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On the day of system activation, we will:

+ Conduct final system inspection.
+ Conduct a system walkthrough with you and members of your staff.
+ Be present to assist with user questions one hour prior to system activation and remain through the activation process.

One week following system activation, we will:

+ Review system reports, looking for irregular activity or tenants who may be having trouble with the system.
+ Schedule a transition meeting with the Kastle project manager, client services team and you to discuss procedures for future programming changes, card ordering and other items.