

# MAINTENANCE & OPERATIONS

## THE KASTLE GUARANTEE

Security is about results, not excuses. You rely on Kastle because we are a vigilant partner that stays on top of the events that matter to your facility. This vigilance is backed by our guarantee of the products and services that you depend on each day. We further bolster this guarantee with the industry's best maintenance and operations plan.

## MAINTENANCE BENEFIT COMPARISON MATRIX

BENEFIT	MAINTENANCE	NON-MAINTENANCE
24/7/365 Service calls	Yes	No Billed on time & materials Labor rate: \$135/hr. business hours M-F \$203/hr. holiday & weekends Two hour minimum charge/Average 4 hours
Guaranteed response time Service Level Agreement Priority Service Response	Yes	No Clients with Maintenance Agreement Take Priority. Customers without a Maintenance Agreement may encounter costly delays in response time.
No extra charges for holiday or weekend repairs	Yes	No Billed on time & materials. Labor rate: \$203/hr. holiday & weekends Two hour minimum charge/Average 4 hours
Fee includes service, parts & labor	Yes	No Billed on time & materials. Labor rate: \$135/hr. business hours M-F \$203/hr. holiday & weekends Two hour minimum charge/Average 4 hours
Preventative maintenance	Yes Guarantees peak performance	No Billed on time & materials. Labor rate: \$135/hr. business hours M-F \$203/hr. holiday & weekends Two hour minimum charge/Average 4 hours

# MAINTENANCE

FREE PARTS & LABOR	<p>With a maintenance agreement, Kastle provides all parts and labor necessary to keep the Kastle system operating properly without additional charge. Without a maintenance agreement, all parts and labor necessary to keep the Kastle system operating properly are billed per job on a time and materials basis. The Kastle System uses state of the art technology, and material costs per job can range from a couple of dollars for a small component to several hundred dollars for replacing a circuit board. Labor hours are charged according to Kastle's current Price List. The present labor rate is \$135.00 per hour (higher for night and weekend service).</p>
PROMPT SERVICE	<p>With a Maintenance Agreement, Kastle technicians respond to the secured premises at any time, day or night, to effect repairs. Because Kastle does not have to contact building management or tenants for authorization prior to dispatching a service crew, the Maintenance Agreement facilitates immediate remedy of system malfunctions. This minimizes the possible further damage to the system equipment and reduces the inconvenience suffered by building tenants.</p>
DATA INTEGRITY	<p>Every building management company and tenant with a Kastle system is contacted to update the information listed for the systems. Any changes are promptly input into the database.</p>
SYSTEM PERFORMANCE	<p>Our best-in-class service-level agreement is the result of 40 years of experience. Kastle utilizes a sophisticated predictive maintenance program that verifies each component of your system. This enables us to identify minor issues before they become major problems. As part of our integrity audits, we provide you with scorecards--real-time snapshots of your system performance.</p>
PREMIER RESPONSE	<p>From intrusion detection to emergency dispatch, Kastle provides you with more than just a security system. Our fleet of full-stocked service vehicles is ready to support you 24/7/365. Your maintenance coverage includes priority technician dispatch within 45 minutes--you are at the front of the line, every time. Plus, regardless of the day or time, labor and materials are always included.</p>
ENHANCED COMMUNICATION	<p>Enjoy our exclusive mass notification service. Receive event and area announcements, as well as schedule or status updates, via SMS text and email. Additionally, we monitor for weather events that may impact your facility and proactively notify you of ongoing conditions.</p>
LEVEL PAYMENTS	<p>With a Maintenance Agreement, you pay for our services on an even, heavily discounted monthly basis.</p>

# OPERATIONS

PROGRAMMING	<p>Our applications programmers perform the initial software configuration of your system to meet the specific needs of your operation, i.e. open times, alarm times, prop delays, etc. Over time, as those specific needs change, our Applications Programmers, as part of our Operations Service, will make, at no additional cost, any modifications your operation requires.</p>
SOFTWARE UPGRADES	<p>Since 1972, Kastle Systems' team of system developers have proven the quality and effectiveness of our access control software. Furthermore, we remain focused on upgrading our access control software in response to changing needs and expanding hardware capabilities.</p>
ADMINISTRATION	<p>Kastle Systems' trained customer service team will perform unlimited data entry, card administration, report generation and analysis, and system consulting. The management infrastructure, combined with the depth of Kastle's full time customer service staff, eliminates your need to hire, train and manage your ownstaff for these functions. We maintain and continuously update your building and tenant database. myKASTLE, our security management software, allows you to perform administrative functions from any web-enabled device--anytime, anywhere.</p>
OPERATIONS	<p>At its operations centers, Kastle Systems provides the resources necessary to ensure that your security system runs reliably and continuously. Kastle provides and maintains the uninterruptible power supplies, emergency generators, redundant computer room air conditioning, and redundant computers that ensure consistent performance of the security and access control systems. Our staff conducts routine backups of the system and maintains copies of the data on site and in an off-site storage location. Kastle Systems' hardware and software technicians respond to any rapid changes, modifications or repairs that are required to keep the system at peak performance.</p>
MONITORING	<p>These operators complete an initial three-week training period, which includes simulation exercises. Kastle Systems' operators are continually trained on new systems to familiarize them with the latest technologies and capabilities. Monitoring is the top priority of our operators. They respond to building signals, telephone requests and customer notifications. Additionally, our operators coordinate service and maintenance, as well as perform after-hours card administration. Our years of experience and management infrastructure allow you to enjoy professional, reliable monitoring--keeping you free from the burdens of hiring, firing and training.</p>

