



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

### ✓ **As soon as possible after contract execution, we will:**

- + Assign you a project manager who will work with you during the system's installation.
- + The project manager will call you or will 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 locations, access/parking requirements, and billing.
- + Send you a detailed summary, 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 (If required).
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### ✓ **Prior to system activation, we will:**

- + Discuss card authorization levels, administrators, security hours, emergency contacts, response message structure 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.
  - Contact and Procedures form for monitored signals & stairwell phone instructions where applicable.
  - Emergency contact information.

#### **What you need to do:**

- + Provide 30 day termination of service notice for any vendors performing Kastle-contracted functions.
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### ✓ **One to Two weeks prior to system activation, we will:**

- + Install your 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.
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### ✓ **One week prior to system activation, we will:**

- + Review all system information, including:
  - System Activation Announcement for tenant distribution.
  - 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.
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✓ **On the day of system activation, we will:**

- + Conduct final system inspection.
  - + Review system operations with you and members of your staff.
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✓ **One week following system activation, we will:**

- + Review system reports, looking for irregular activity or employees who may be having trouble with the system.
- + Schedule a transition meeting with the Kastle project manager, account manager and you to discuss procedures for future programming changes, card ordering and system/building particulars.