

Intertech Ci's Extended Service Agreement (ESA) offers proactive support and peace of mind by ensuring your critical security systems are maintained, protected, and fully operational, all at a predictable annual cost. With coverage designed to reduce downtime, control expenses, and strengthen compliance, ESA delivers long-term value and reliable performance.



OPERATIONAL BENEFITS

1. Minimized Downtime

Proactive maintenance and priority response help keep systems fully operational, reducing the risk of critical failures.

2. Predictable Support

Regular inspections, firmware updates, and system diagnostics ensure the systems perform optimally to mitigate security and operational risk.

3. Priority Service Response

Customers with ESAs often receive faster response times, particularly in emergencies or for after-hours service. We have a guaranteed 15-minute phone response time.

4. Access to Expertise

Guaranteed support from certified technicians familiar with your specific system and configuration.

5. Includes Training Certifications for Employees

The ESA covers the cost for employees who operate and work directly with the security systems to receive training.





FINANCIAL BENEFITS

1. Cost Predictability

Fixed annual costs reduce unexpected repair expenses and help with budgeting.

2. Discounted Rates

Discounted labor rates, parts pricing, or waived service call fees are available.

3. Extended Equipment Life

Regular maintenance can extend the useful life of cameras, door controllers, sensors, and other components.

4. Asset Protection

Ensures that the investment in the physical security infrastructure continues to provide value over time.

5. No Delays Due to Budget Constraints

The ESA ensures funding is already allocated to repair or replace downed equipment, eliminating the risk of critical components remaining broken due to budget approval delays.

6. Faster Resolutions

With coverage in place, service can be dispatched immediately without waiting for internal funding authorization.

SECURITY & COMPLIANCE BENEFITS



1. Up-to-Date Security

Firmware updates and patching help protect against newly discovered vulnerabilities and exploits, and include a yearly system check.

2. Regulatory Compliance & Readiness

Supports compliance with industry standards (e.g., HIPAA, PCI, CIIS) that require system assessments or maintenance logs. Documentation from scheduled maintenance and updates in System Surveyor simplifies preparation and compliance reporting.



STRATEGIC & LONG-TERM VALUE

1. Improved Planning

Provides insight into system performance and potential future upgrade needs.

2. Vendor Relationship

Builds a stronger relationship with the integrator or service provider, often leading to better support and partnership.

3. Customization & Scalability

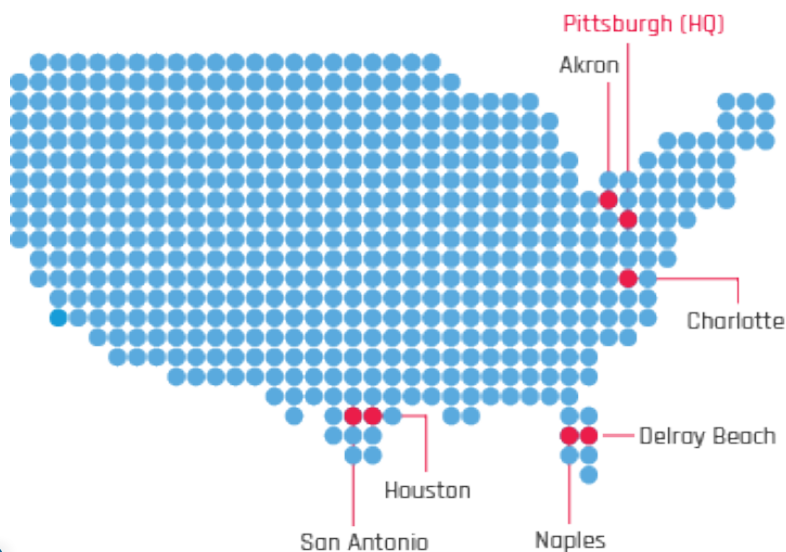
ESA programs can be tailored to include future system expansions, training, or software features.

4. Enhanced Reliability & Performance

Ongoing service ensures systems operate seamlessly through regular inspections, updates, and tuning, reducing the risk of unexpected failures.

5. Peace of Mind

With professional maintenance and priority support in place, you can focus on your business without worrying about system disruptions.



ABOUT US

Intertech Ci is a leading provider of integrated security, fire alarm, and audio-visual solutions for businesses and institutions of all sizes. Headquartered in Pittsburgh, PA, and backed by decades of industry expertise, we deliver customized system design, installation, and ongoing service and support. Our team helps organizations protect what matters most with advanced technology and proven engineering expertise.