At Your Service
Put the power of Expert Services to work for you.

With a reputation for delivering legendary customer service, Pelco™ by Schneider Electric™ understands what it takes to ensure customer satisfaction on even the most complex projects. Now Pelco is extending this same level of service to its video security partners through a powerful set of services designed to provide assistance wherever it’s needed most. From preproject auditing to system design to network configuration, the Expert Services program allows integrators and resellers to expand their service to customers, while increasing their capacity for revenue-generating activities. Stimulate your business today with the help of Pelco Expert Services.
Expand your business. Build profitable, long-term service relationships.

In a business environment where technology and products seem to change almost overnight, it can be challenging for integrators and resellers to meet customer expectations. But with Expert Services, a complete team of trained and certified professionals is available to assist with the design, configuration, and operation of your video security systems. These fee-based services are an outstanding way to ensure customer satisfaction, while saving the valuable time and resources necessary to support complex, integrated systems.

**Audit services**
Gain the competitive edge and ensure projects get off to the right start, with preproject audit services. By meeting certification and accreditation standards, customers can rest assured their systems are working efficiently and will continue meeting their needs in the future.
- Site certification
- Site survey and assessment
- System health and performance check
- Extended warranty certification assessment

**Deploy services**
Deploying a complex system can be both challenging and time-consuming. But the Expert Services team is available to make deployment more efficient, while ensuring configurations are built for optimized system performance.
- System configuration
- User-specific configuration

**Consultancy services**
Whether you require assistance for migrating an analog video security system to an IP solution or step-by-step support for an entire project, help is just a phone call away.
- System upgrades
- First project support
- System commissioning
- Remote user-specific support

**Network services**
With IP-focused security solutions, optimizing networking performance is critical. The network services team is trained and certified to offer expertise in some of the most advanced security installations.
- Network design
- Network survey and assessment
- System configuration
- Network configuration
- System validation

**Training services**
With complex, integrated systems, education is imperative. Field training services provide access to the highest quality of customized professional training to help build your sales and product knowledge and expand your business value.
- Endura® certification
- Endura system administrator
- Digital Sentry® SRV certification
- Digital Sentry operation
- Video security design fundamentals
- Sarix™ IP Expert
- Network fundamentals
- Network fundamentals II
- System-specific customized classes
- VideoXpert™ Certified Solutions Specialist

Contact your Pelco representative or visit the Expert Services section on pelco.com for more information.