

# Enhancing your Global Support Network

## Pelco's Technical Support Opportunities

Providing the right customer support at the right moment can make the difference between successful project deployments and expensive disappointments. That's why Pelco employs a global support network — to provide personalized contacts and education programs to ensure you have the internal knowledge and outside support you need. By maintaining world-class support, we're helping maximize your investment and empower your business.

Contact your local Pelco Sales Representative to find a support level that works best for your growing business

	Standard	Gold*	Platinum*	
Knowledge Base	✓	✓	✓	Our self-service knowledgebase is full of articles written by our Support Engineers that will help step you through the process of installing, upgrading, configuring and maintaining your Pelco device. The knowledgebase is available 24/7 at Pelco.com/kb.
e-Learning	✓	✓	✓	Access to self-paced, interactive training courses.
Online Tools and Calculators	✓	✓	✓	Our online tools and calculators will help you select the proper camera for your system, determine proper camera placement, field of view & storage requirements.
User Forums	✓	✓	✓	Access to Pelco's user driven self-help community.
Chat Support	✓	✓	✓	Get quick answers to those quick questions that you may have with our live Level 1 online chat support available.
Email Support	✓	✓	✓	Contact our Support Engineers by email.
Standard Phone Support (Business Hours)	✓	✓	✓	Pelco's knowledgeable and professional support engineers are here to help you.
Priority Phone Support (Business Hours)		✓	✓	When contacting Pelco Technical Support by Phone, your call will be answered before our standard queue.
Phone Support 24/7/365		✓	✓	Phone support is available to you 24/7/365. This includes weekends & holidays.
Top Priority Phone & Email Support (Business Hours)			✓	When contacting Pelco Technical Support, you will be placed in the Platinum phone & email queues which are answered first when & agent becomes available.
Direct Level 2 Support			✓	When contacting Pelco Technical Support, you will be connected directly with our Level 2 Support Team.
Priority Escalations			✓	In the event that a case is escalated to Level 3, your case will be prioritized above others.

\*Participation in these levels are fee-based effective June 2017, unless otherwise specified in your Partner Advantage membership. Participation is subject to eligibility requirements. ©2017 Pelco, Inc. All Rights Reserved.



**We've got it all covered.**