Linear's Professional Services Provide a High Value Business Edge for eMerge Dealers

One of the strongest competitive advantages of the eMerge physical security appliance, from an end user standpoint, is its ability to be easily installed, configured and operated from anywhere there is Internet access.

In fact, the whole appliance design of the eMerge system is designed to relieve the burden and expense of adapting to different networks and unnecessary customizing.

However, as an end user's physical security requirements become more complex, so do the challenges of initial system configuration. While dealers are experienced in meeting a customer's security demands, they may have limited technical resources or time to adapt each and every system to the exact requirements of the client.

In many cases, system staging and programming can be efficiently outsourced to Linear's Professional Service Group who can successfully pre-configure systems to effectively fit each individual end user's requirements and physical security demands. The result is a customized and packaged solution dealers can deliver and install with a minimum of problems and for maximum impact.

Linear has provided security and access control solutions to a range of companies for nearly 50 years, so it is highly qualified to work with its dealers as a professional services resource.

> *Linear's professional service options allow dealers to free up scarce technical resources while Linear's trained staff of engineers and security experts focus on the technical aspects of adapting a solution to effectively meet an organization's security needs.*

Linear's IEI brand has established itself as a leader in providing innovative and effective physical security solutions that target specific needs within each business segment, thanks to the capabilities of its dealer network. As more capable communications networks and the evolution of the Internet provide new approaches to security control and management, Linear is ready to provide the technical know-how and experience to solve real world problems and enhance a dealer's competitive position in the market.

Why Linear's Approach to Professional Services is a Safe Business Bet

As IT and security technologies become more of a commodity, companies will look for solutions and approaches that allow them to incorporate the latest systems and tools without sacrificing the time and resources that are better spent on managing a company's core business operations. This means the pressure is on dealers to provide virtually plug-and-play solutions that provide reliable security right out of the box.

Traditionally, dealers purchase eMerge platform systems and equipment from Linear and it is the dealer's responsibility to program and configure the equipment to meet customer needs. However, Linear offers a number of professional service options that allow dealers to free up scarce technical resources while Linear's trained staff of engineers and security experts focus on the technical aspects of adapting a solution to effectively meet an organization's security needs.

Now Part of **Linear**® *Building On Innovation.*

Professional Services Process
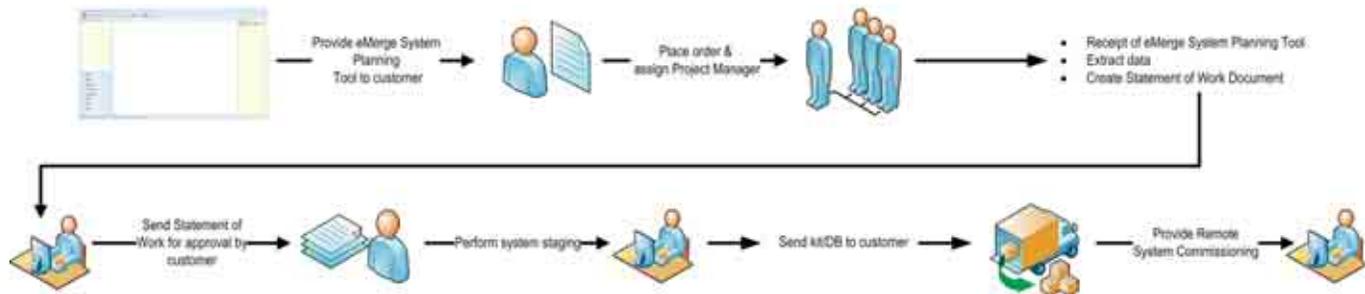
Each Professional Services project is carefully managed by a designated project manager who works closely with the dealer to ensure that the project schedule becomes a cohesive part of the system deployment and to provide a range of professional service options that can be value-added to the end user's individual requirements.

For example, Linear professional services can include:

- Complete staging and pre-configuration of eMerge hardware and software at the factory to precisely fit a customer's unique security requirements, and then packaging this customized system for delivery and installation by the dealer.

- Post-installation training of a customer's internal IT staff and system administrators in the operation and further enhancement of the eMerge platform, effectively pulling the customer into the security solutions planning process. By taking an active role in expanding security needs at an organization, the customer can actually identify needs and initiate internal leads for the dealer, resulting in further sales.

By taking advantage of Linear's internal expert resources, eMerge dealers are uniquely positioned to provide a hybrid and full-service security menu of services to customers, while at the same time minimizing their own expenses, resources and overhead.

Benefits to the eMerge dealer include:

- More time to work with the customer on core business needs and security demands, resulting in a more effective system plan and stronger bond with the customer as a full-service solutions provider;

- The addition of flexible professional service options to a dealer's solutions menu with no technical resource overhead;

- Improved abilities to handle a wider range of end user demands and the capability to target larger businesses with more complicated security requirements;

- Improved customer relations and referrals due to an enhanced business model, which includes professional services and resources that expand the dealer's position in an increasingly competitive market.

eMerge Professional Service Offerings

Card Holder Data Migration	
eMergeCDMB	*This service requires data to be provided in a standard usable format such as Excel, csv, or collected through the eMerge System Planning Tool.* Data migration including cardholder names, card numbers, access levels, photo, and up to five (5) user defined fields. *Data requiring excessive manipulation (particularly photos) could incur further charges. If excessive manipulation of photos is required, images may suffer some loss of resolution. Please consult with the factory to review your data.*
System Configuration	
eMergeCFGB	*System Pre-configuration requires the collection of data using the eMerge System Planning Tool* Configuration of (up to) the first eight (8) Portals of information including portal resources (locks, readers, exit and monitoring devices), Nodes, Time Specs, Access Levels, People, Photos, Cards. This service includes up to one (1) hour of Remote System Commissioning via internet connection. *Data requiring excessive manipulation (particularly photos) could incur further charges. If excessive manipulation of photos is required, images may suffer some loss of resolution. Please consult with the factory to review your data.*
eMergeCFGE	Configuration of each additional (up to) eight (8) Portals of information including portal resources (locks, readers, exit and monitoring devices), Nodes, Time Specs, and Access Levels. Database backup file is e-mailed.
Full System Staging	
eMergeSTGB	*This service is an add-on to the System Pre-Configuration services listed above* Full bench staging of one (1) Node (or Controller box) with blades installed. All Pre-configured System data installed on controller and downloaded to Nodes. Node connected to controller and IP addresses programmed. Full testing of all boards including power supply. All Expansion Nodes (EXN) tested for communications to Controller via Ethernet. Delivered as a kit with printouts of system resource reports and blade images along with CD containing system back up file and .pdf files of all print outs.

eMERGE

Browser Managed Security Platform

Linear®

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