

Residential Technology Services



Overview

Today's technologies offer the multi-unit homeowner or tenant unprecedented access to security, communications, building control and entertainment services that can enhance safety, quality of life and property values.

Co-Operative, condominium and rental owners now have the ability to deploy and control their own complex or building-wide delivery networks.

With the advent of IP (Internet Protocol) networks and Convergence, which is the ability to run multiple applications and systems such as security and communications, over one single network, the owners' investment in such systems is "future proofed" far beyond the life of yesterday's systems. Return on investment is considerable.

The IP Network

The IP Network serves as the primary artery or “highway” on which all building services travel. Since all services run on one network, substantial cost savings are realized in the form of making one capital investment in cabling systems, easily adding subsequent systems & expansion of existing systems, and ease of monitoring, administering and maintaining. On the IP network, different systems can “talk” to each other and interact.

Existing older “legacy” systems can also remain in place and be converted to operate on the IP Network, allowing the Co-operative or Condo to use a “phased in” approach to work within budget limitations.

The IP Network can be constructed using fiber optic cable, copper Category 6 cable, or a combination of the two. The use of quality materials and workmanship to install these networks is essential, as the expected life span of these networks is 20 to 25 years. All major network cabling systems manufacturers offer 25 year warranties when systems are installed by certified installation companies.

Security

Security is the foremost concern of the Co-operative & condominium owner. Security ensures the quality of life and safety of residents. Security provides protection from the liability of damage or injury claims. Security provides deterrents to potential criminal activities ranging from vandalism to robbery. Security provides local law enforcement with valuable tools to apprehend and prosecute those that have perpetrated or attempted to commit crimes on the property.

Recently, video surveillance technology (“CCTV”) has made major advancements. The biggest single advancement is the capability of cameras to operate on the IP network. This gives surveillance systems previously unheard of operational, recording and operational capabilities.

Video surveillance systems can be directly integrated to emergency intercoms, door alarms, motion detection.

Access Control

The first line of building security is the lobby access system. Most buildings deploy at least a basic “intercom” system.

Intercom systems are now available with LCD touch screen technology, video graphics, and more.

Intercom systems can be equipped with door access control relay systems, cameras, telephone dialers, integration into existing building telephone wiring.

Advanced intercom platforms can act as the “brain” that controls all aspects of communicating with residents, opening/closing doors, and providing records of entry. All advanced systems are enabled for the IP network and can be integrated with video surveillance & telephone systems. Emergency intercom call boxes can be deployed at strategic locations, and the IP telephone system can be enabled to record all such calls.

Mass Notification / Evacuation Systems

Mass notification systems are used to communicate directly with all people that are on the property. These systems are highly effective in high-rise buildings, as well as multiple-building complexes.

Mass notification uses central announcing point(s) to broadcast instructions and information to residents in the event of a natural disaster, fire, blackout, etc.

These systems assist law enforcement & fire personnel to effect orderly evacuation, prevent panic caused by misinformation or lack of information.

Building maintenance personnel can use the system to announce tests, floor restrictions, etc.

Mass Notification systems can be deployed on the IP network and integrated into the telephone system and/or fire alarm system.

Building Control

Traditional building control systems such as thermostats, oil tank levels, etc can now easily be connected to the network. This is important in multi-building properties where manual monitoring becomes a very time consuming labor-intensive process.

Lawn sprinkler & irrigation systems, lighting control systems, or any similar system can be easily and effectively monitored and controlled from a centralized point on the network.

Overview of Maintenance & Support Services

Provides FULL SERVICE maintenance & support for all Telephone, Network and video systems installed.

As your Solution Provider, Nycom Networks is committed to helping you get the highest level of value, reliability and advantage from your communications network solution.

Maintenance/Support Agreements are available to provide the level of support that makes the most sense to the client's budget and operational needs.

Nycom Networks maintenance agreements are custom-tailored to each individual client.

What does "Full Service" mean?

Nycom Networks retains the internal staff, expertise, and equipment to provide one source of contact and accountability.

For example, if you wanted to relocate a telephone or other IP, digital or analog end point, to call separate providers to relocate the cable, provide/install the device/hardware, and to configure would add multiple layers of contact, accountability and most of all, expense to the ongoing maintenance operations of your network.

With a Nycom Networks Maintenance & Support agreement in place, one call will set the process in motion without having to call in and coordinate multiple vendor resources. Since no physical work on the network is outsourced ("Subbed out"), Nycom Networks is able to provide guaranteed response times and eliminate layered costs associated with subcontracting physical onsite technicians.

Nycom Networks retains in house:

- Network Operations Center with configuration lab
- Workforce of field technicians
- Service
- vehicles stocked with spare parts & network cabling components

Advantages of a Nycom Networks Maintenance & Support Services

- **Substantially discounted hourly rates for moves, adds & changes (MAC)**
- **Priority scheduling for MAC work**
- **Guaranteed response time**
- **Critical components kept in stock for immediate replacement**
- **Manufacturer warranty administration**
- **Network kept up to date with all latest software revisions and patches**

FULL COVERAGE

Full Coverage consists of the following services:

Remote Support

Any trouble reported is first handled by an inside technician or engineer that will remotely check the end point, configuration, and any system alarm that may exist.

On-Site technician with Priority Response

For any reported trouble or outages that cannot be resolved remotely, Nycom Networks provides an on-site technician with a 2-hour max response time for major outages, and a 4 hour response time for non-major outages.

Replacement Parts

Replacement parts for all proprietary Nycom-installed systems and the labor to install them is included in your full coverage agreement. These parts are stocked by Nycom Networks for immediate replacement. This includes all Avaya Network components and Axis IP Camera components.

For parts that are covered under manufacturer warranty, Nycom Networks administers the warranty replacement process and provides all necessary labor.

Structured Cabling Systems

Complete structured cabling system components. Nycom Networks stocks and can immediately repair any failed cabling components. This includes all Fiber Optic, CAT 6, patch cords, equipment racks, splices, etc.

Nycom Networks is an authorized warranty provider for all cabling systems that we install.

Emergency Service Plan

In the event of accidental cable cutting/damage, fire, flood, vandalism, theft, Nycom Networks will respond within the 2 hr/ 4 hr time frames and implement repairs. Although this work is billable, it will be at the support agreement discounted rates, and response times.

Support Agreement Pricing

Pricing is contingent on the number of end points, and type/quantity of software & hardware components.