



Your CCTV Buying Checklist

**Let us help you make the right decision
which can save you time and money**



Getting the right CCTV company is vital, so make sure you get the whole package when choosing your partner

- Keep in mind that you are going to work with the company in future for support
- An NSI accredited company will give you peace of mind
- We recommend you ask three companies to quote
- To help you make the right decision we have highlighted some points for you to discuss with all of the companies who are tendering for your project
- How do the other companies and their quotes compare to Ecl-ips?



NSI Accreditation

If your chosen company is not accredited you could be putting your project at risk of unwanted complications for example the company may disappear, they may not be able to support you in the future.

You should always ask your chosen company if they are accredited and if so by whom? This will give you assurances on both the product and the service you are about to buy.

- The advice we provide is based upon set guidelines i.e. British Standards/Codes of Practice
- The work carried out has to be done to British Standards and is controlled by the NSI
- All Staff are vetted to British Security Standards
- All installations are issued with a full handover document
- Maintenance Contracts are available for Certified sites





SafeContractor member

Being Safecontractor Approved means:

- Reduce risk - To reduce risk within their organisations.
- Health & Safety – All of their contractors are health and safety accredited.
- Credibility of scheme - Safecontractor has more than 200 clients, many of which are household names, with almost a third in the FTSE 100.

Contractor Health & Safety Assessment Scheme

- Suppliers show compliance with important parts of health and safety law
- On achieving compliance a supplier is approved to work for all of CHAS' buyers
- Inconsistencies are reduced where some suppliers may be judged compliant by one buyer but not another.
- CHAS gives guidance on any weaknesses in a supplier's safety management

Ecl-ips



Company B

Company C

Ecl-ips



Company B

Company C



Insurances

Should anything unfortunate happen you need to know that there is insurance in place to put it right. Always ask your chosen company how much insurance they have and if it covers you and your business.

To give you peace of mind, we have £5million public liability insurance in place to cover costs in the unlikely event of any mishaps. Our insurance covers you, us and your building.

We also have Efficacy Insurance this provides insurance for the failure of your goods to perform the duty or function for which they are intended. Once again giving you peace of mind.



Guarantees & Warranties

If you don't get the right Guarantees and Warranties you could be spending more money correcting your system.

Always look at the small print and make sure the information they are giving you is adequate to cover your needs. For your peace of mind we offer you a 12 month Gold support package with your first order.

We have a standard Terms of Business and Terms of Sales document that cover all your guarantee and warranty questions. Therefore you can trust we will maintain the required high standards with your project.



After Sales Support

What will the company do about any aftercare requirements a few months down the line? Who do you contact should you have any problems?

With Ecl-ips you are our main priority. As standard you will receive a GOLD 12 month support package.

GOLD PACKAGE:

- Tech Support ticket will be assigned on first call
- Telephone help desk assistance within 4 hours
- Remote assistance with experienced designated engineer
- Engineer on site the next working day
- Free of charge replacement unit will be configured and installed
- Software/firmware upgrades will be advised and made available
- Gold + packages are available and can upgrade your Gold support contract to include annual site visits, software upgrades and audit reports
- CRB checked and registered operatives



Word-of-mouth

This is a really important part of choosing the right CCTV company.

If the company you have chosen is trustworthy, reliable and experienced they won't mind sharing their customer testimonials with you. If they won't arrange this for you — ask yourself, why not?

Once you've got to know us and are considering using our services we are happy to provide you with our testimonials to date of past and current clients. You could always visit our website to see the list too. This is what gives you the peace of mind that you are choosing the right CCTV company.

Ecl-ips



Company B

Company C

Ecl-ips



Company B

Company C



Customer Service

You need to be able to trust your chosen company; will they deliver to your specifications?

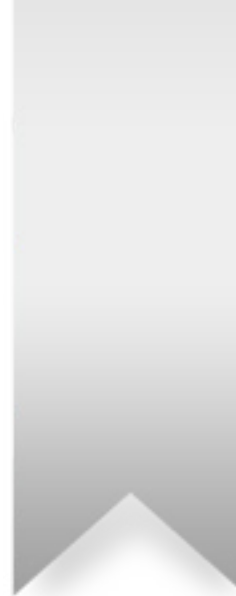
We pride ourselves in providing outstanding customer service from day one. We promise to take you through the process of buying your system step by step. We make sure your expectations are met and exceeded. Why not visit our website to see our testimonials?

Specification of Quote

How can you make the right decision and choose the right company if you don't really know what they are going to do for you? You will need an in depth quote with all your specific requirements stated.

We provide you with just that, an overview of what you can expect to find in one of our quotes is below:

- All about Ecl-ips
- List of testimonials
- Information on your chosen system
- Our understanding of your requirements
- Site Plan
- Total Cost
- Details of your Support & Maintenance for the next 12 months





Installation Procedure

We know everyone is very busy and appreciate that time taken to install systems can be stressful. As part of our CCTV journey you will receive a pre-installation questionnaire to complete, this will ensure there are no delays on installation day and we have all the correct information from the outset.

Our installation procedure

- Completion of a pre-installation questionnaire
- Our qualified engineers will install required equipment
- Training will then take place for the customer

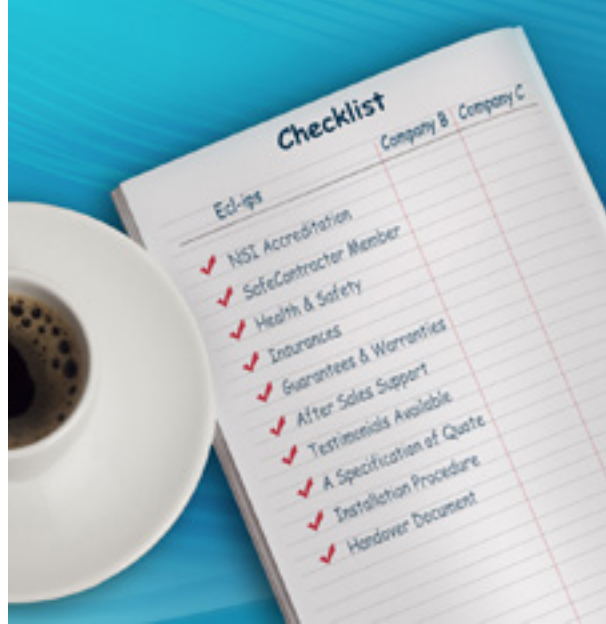
Handover Document

If your chosen company does not provide a comprehensive handover document how can you get to know your new system? You will need to check if you will be given a Handover Document, this will give you peace of mind when you have had your system installed and are flying solo.

We provide a handover document that covers everything you need to know about your new system and more.

- Full Product Specification
- IP Addresses
- List of Serial Numbers
- User Account Details
- Data Protection Act Details
- CCTV Signs
- Full Support Contact Details
- Site Plan
- Complete Comprehensive Information of your Chosen Systems





Checklist

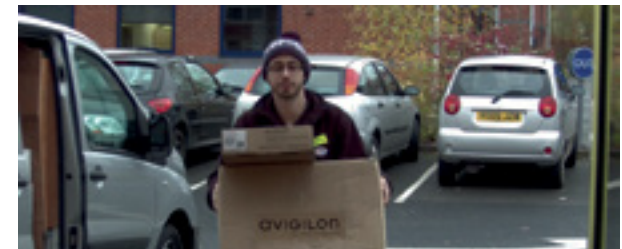
- NSI Accreditation
- Safecontractor Member
- Contractor Health & Safety Assessment Scheme
- Insurances
- Guarantees & Warranties
- After Sales Support
- Testimonials Available
- Specification of Quote
- Installation Procedure
- Handover Document

Have you been offered a Free Trial?

Is your current camera system producing grainy, unclear or dark images?



Image too blurry, cannot identify number plate



Number plate is clearly visible

Are you unsure which camera system to invest in?

We are offering a FREE 1 Week Trial of a High Resolution CCTV System.

Just get in touch either by calling **01527 872000** or email us on sales@ecl-ips.com and we'll tell you all about it.

Benefit Statements

We have a whole host of Benefit Statements, below are just a handful but they give you an idea of how committed we are about giving you the customer what you need

- Show commitment to our suppliers and recognition of our service delivery to our customers
- Our independence gives us great all round flexibility
- It's our attention to detail which completes your project
- To truly understand your needs, we must look at things from your perspective
- Our customers are confident with our reliability and organised conduct , ...and many more

We hope you have found this booklet useful and it helps you choose the right company to install your CCTV. Should you know of anyone who could benefit from the information feel free to pass our details on, let us know you have done it though so we can say thank you!

Please contact us should you have any further queries.

TEL: 01527 872000
ecl-ips.com

**We look forward to helping you
with your CCTV installation**

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