



SERVICES

Remote Support

Agon Systems is renowned for supplying extremely high quality EAS systems that exceed client expectations.

We also know that very occasionally something can go wrong.

Immediate response

Should your system require attention there is no need to wait days or weeks for an engineer to attend site. If your system has been installed with the optional Network Control Centre (NCC) Box, Remote Service can be provided to any location, anywhere in the world within minutes.

The benefits of remote support

With around 85% of service requests being down to user error, this feature proves invaluable, as our Remote Engineers can tell the difference between faulty equipment and the problem being caused by something else.

The major benefit is that, in the past, this may have meant that the EAS system was turned off whilst waiting for an engineer to attend site, resulting in a potentially dramatic increase in losses until the engineer rectified the problem.

People Counting

In addition to Remote Support via the NCC, the customer can also choose to take advantage of the benefits of integrated People Counting software. Data will be sent via the NCC over the network back to the Agon Server or, if the retailer would prefer to have ownership of this sensitive information then Agon will install an Agonet Server at the retailer's HQ. This allows the retailer to be in control of who has access to the data and how it is displayed and distributed within the company.

Staff training

If a retailer would like specified Security Personnel or other members of staff to be trained in Remote Service, Agon Systems is able to provide this, which is unique within the industry.

Service costs and response times are further improved if this option is taken.

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