

Without Trust, There Is No Security

SecurePlan™

In Security, There are No Second Chances

A crisis is no time to discover system errors. That's why it's critical to have SecurePlan™ by MCA.

This exclusive program was designed to cost-effectively scale alongside our customers growing security needs to ensure maximum uptime.

SecurePlan™ is superior to standard warranties because it remediates risks before they become issues.

Security Event Life Cycle

Any time a security event occurs, such as a camera losing network connectivity, an alert is generated by the reader and communication agent (*according to the parameters set for that specific device*), and is securely communicated to our Client Support Center.

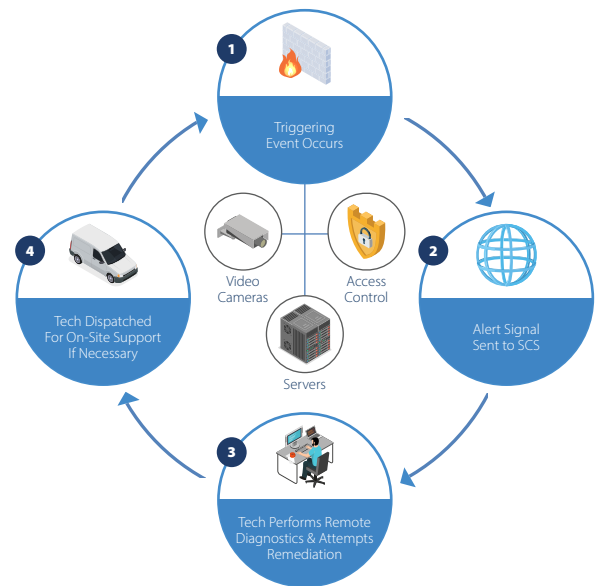
Want to know more about our System Health Monitoring and how it works? [See the full event life-cycle below.](#)

Discover the Benefits

- Priority Dispatch
 - With Guaranteed Same-Day Response
- Preventive Maintenance
- No Labor & Travel Costs
 - During Standard Business Hours
- Nationwide Coverage
- No Unknown Failures or Downtime
- Saves Money Long-Term
- No Surprise Expense

Systems SecurePlan™ Covers

- Access Control Systems
- Video Surveillance & Monitoring
- Intrusion Detection Systems
- Managed Cloud Systems



When it comes to guaranteed, same-day response, loaner equipment, along with software and hardware, SecurePlan™ has you covered.

SYSTEM HEALTH MONITORING*	SecurePlan 24	SecurePlan	SecurePlan Limited	MCA Standard Warranty
System health monitoring*	✓	✓	✓	N/A
Client notification of detected system issues	✓	✓	✓	N/A
Predictive failure alerts on core components	✓	✓	✓	N/A
Proactive resolution of detected system issues	✓	✓	✓	N/A
REMOTE SUPPORT				
Remote diagnostics and issue remediation	✓	✓	✓	N/A
On-demand remote support session	✓	✓	✓	N/A
Customer help desk	✓	✓	✓	N/A
Coordination of on-site repair	✓	✓	✓	N/A
Same day remote service	✓	✓	✓	N/A
Remote delivered annual function test	✓	✓	N/A	N/A
ON-SITE SUPPORT				
Warranty device replacement	✓	✓	N/A	1yr
Out of warranty device repairs/replacement	✓	✓	N/A	N/A
Guaranteed same-day response	✓	✓	N/A	N/A
Free loaner equipment	✓	✓	N/A	N/A
Technician travel included	✓	✓	N/A	1yr
Annual system inspection, cleaning & testing	✓	✓	N/A	N/A
Annual system software upgrades (including labor)	✓	✓	✓**	N/A
Discount on labor for billable service work	10%	10%	N/A	N/A
On-site customer training session	✓	✓	N/A	N/A
24x7 Service included	✓	N/A	N/A	N/A
4 Hour service response	✓	N/A	N/A	N/A
ADMINISTRATIVE				
Maintenance of system records	✓	✓	✓	N/A
Software license management	✓	✓	✓	N/A
Annual technical planning session	✓	✓	N/A	N/A

*System Health Monitoring Requires access to Internet for outbound traffic

**Annual System Software Upgrades for SecurePlan Limited are remote only

Who We Are | Your Long Term Trusted Advisor

MCA is one of the largest and most trusted integrators in the USA offering world class voice, data, and security solutions to enhance the quality, safety, and productivity of customers, operations and lives. Over 65,000 customers trust the team at MCA to provide carefully researched solutions for a safe, secure, and more efficient workplace.

As your trusted advisor, we reduce the time and effort needed to research, install, and maintain the right solutions to make your workplace better. Our team of certified professionals across the nation deliver a full suite of reliable technologies with a service first approach. The MCA advantage is our extensive service portfolio to support the solution life-cycle from start to finish.

CONTACT US TO TODAY TO LEARN MORE ABOUT SECUREPLAN™ FROM MCA



www.callmc.com • 844-917-4215 • info@callmc.com