

Without Trust, There Is No Security



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.

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

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.



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

Never Be Without Security Again



| ient notification of detected system issues v v v v N/A redictive failure alerts on core components v v v v v N/A roactive resolution of detected system issues EMOTE SUPPORT emote diagnostics and issue remediation v v v v v v N/A ustomer help desk v v v v v v N/A sustomer help desk v v v v v v N/A sustomer help desk v v v v v v N/A sustomer help desk v v v v v v N/A sustomer help desk v v v v v v N/A sustomer help desk v v v v v N/A sustomer help desk v v v v v v N/A sustomer help desk v v v v v v N/A sustomer help desk v v v v v v N/A sustomer help desk v v v v v v N/A sustomer help desk v v v v v v N/A sustomer help desk v v v v v v N/A sustomer help desk v v v v v v N/A sustomer help desk v v v v v v N/A sustomer help desk v v v v v v N/A sustomer help desk v v v v v v N/A sustomer help desk v v v v v v N/A sustomer help desk v v v v v v N/A sustomer help desk v v v v v v N/A sustomer help desk v v v v v N/A sustomer help desk v v v v v N/A sustomer help desk v v v v v N/A sustomer help desk v v v v N/A sustomer help desk v v v v v N/A sustomer help desk v v v v v N/A sustomer help desk v v v v v v N/A sustomer help desk v v v v v v v v v v v v v v v v v v v | SYSTEM HEALTH MONITORING* | SecurePlan 24 | SecurePlan | SecurePlan Limited | MCA Standard Warranty |
|--|---|---------------|------------|--------------------|--------------------------|
| redictive failure alerts on core components V V V NA roactive resolution of detected system issues *** *** *** *** *** *** *** | System health monitoring* | ✓ | ✓ | ✓ | N/A |
| EMOTE SUPPORT emote diagnostics and issue remediation | Client notification of detected system issues | ✓ | ✓ | ✓ | N/A |
| EMOTE SUPPORT emote diagnostics and issue remediation 'V' V' V' VA n-demand remote support session V' V' V' VA sustomer help desk V' V' V' V' VA poordination of on-site repair Amenday remote service V' V' V' V' VA pemote delivered annual function test V' V' V' VA NVA NVA NVA NVA NVA NVA NVA | Predictive failure alerts on core components | ✓ | ✓ | ✓ | N/A |
| emote diagnostics and issue remediation V V V V N/A n-demand remote support session V V V V N/A sustomer help desk V V V V V N/A sordination of on-site repair V V V V V N/A ame day remote service V V V V N/A N/A NN-SITE SUPPORT V V N/A NVA NVA NVA NVA NVA NVA NVA NVA NVA NV | Proactive resolution of detected system issues | ✓ | ✓ | ✓ | N/A |
| In-demand remote support session V V V INA sustomer help desk V V V V INA poordination of on-site repair V V V V INA ame day remote service V V V V INA protected elivered annual function test V V V INA INA INA INA INA INA INA INA | REMOTE SUPPORT | | | | |
| sustomer help desk V V V V V V V V V V V V V V V V V V V | Remote diagnostics and issue remediation | ✓ | ✓ | ✓ | N/A |
| poordination of on-site repair arme day remote service when the delivered annual function test when the delivered an | On-demand remote support session | ✓ | ✓ | ✓ | N/A |
| ame day remote service WY WA NVA NVA NVA NVA NVA NVA NVA NVA | Customer help desk | ✓ | ✓ | ✓ | N/A |
| remote delivered annual function test V V N/A N/A N/A N/A N/A N/A N/A N/A | Coordination of on-site repair | ✓ | ✓ | ✓ | N/A |
| Arranty device replacement Arrant NA | Same day remote service | ✓ | ✓ | ✓ | N/A |
| Arranty device replacement If the device replac | Remote delivered annual function test | ✓ | ~ | N/A | N/A |
| ut of warranty device repairs/replacement v v v NVA NVA NVA NVA NVA NVA NVA NVA | ON-SITE SUPPORT | | | | |
| uaranteed same-day response V V V NVA NVA NVA Pee loaner equipment V V V NVA NVA 1yr Innual system inspection, cleaning & testing NVA NVA NVA NVA 1yr NVA NVA NVA NVA NVA NVA NVA NV | Warranty device replacement | ✓ | ✓ | N/A | 1yr |
| ree loaner equipment *** *** *** *** *** *** *** | Out of warranty device repairs/replacement | ✓ | ~ | N/A | N/A |
| rechnician travel included Y NA NVA NVA NVA NVA NVA NVA N | Guaranteed same-day response | ✓ | ~ | N/A | N/A |
| nnual system inspection, cleaning & testing ' V V V V** NVA NVA NVA NVA NVA NVA NVA | Free loaner equipment | ✓ | ~ | N/A | N/A |
| nnual system software upgrades (including labor) iscount on labor for billable service work 10% 10% NVA NVA NVA NVA NVA NVA NVA NV | Technician travel included | ✓ | ✓ | N/A | 1yr |
| iscount on labor for billable service work 10% 10% NVA NVA NVA NVA NVA NVA NVA NV | Annual system inspection, cleaning & testing | ✓ | ~ | N/A | N/A |
| n-site customer training session 4x7 Service included 4x7 Service response 4x8 NVA 4x8 NV | Annual system software upgrades (including labor) | ✓ | ✓ | ✓ ** | N/A |
| Ax7 Service included WA NVA NVA Hour service response WA NVA NVA NVA NVA NVA NVA NVA NVA | Discount on labor for billable service work | 10% | 10% | N/A | N/A |
| Hour service response WA NA NA NA DMINISTRATIVE laintenance of system records V V V NA oftware license management NA | On-site customer training session | ✓ | ✓ | N/A | N/A |
| DMINISTRATIVE Idaintenance of system records Oftware license management V V V N/A N/A | 24x7 Service included | ✓ | N/A | N/A | N/A |
| laintenance of system records V N/A Oftware license management V N/A | 4 Hour service response | ✓ | N/A | N/A | N/A |
| oftware license management | ADMINISTRATIVE | | | | |
| | Maintenance of system records | ✓ | ✓ | ✓ | N/A |
| nnual technical planning session | Software license management | ✓ | ✓ | ✓ | N/A |
| | Annual technical planning session | ✓_ | ✓ | N/A | N/A |

^{*}System Health Monitoring Requires access to Internet for outbound traffic

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







^{**}Annual System Software Upgrades for SecurePlan Limited are remote only