



Professional Services Statement of Work

Service Category	Part Number	Service Summary	Template Version
Field Support	FLDSUP-CONFIG	On site software configuration and optimization of Pelco products.	Aug. 7, 2018

1) Scope of Service

Pelco will perform onsite configuration and optimization of the Pelco video management system (VMS) and/or connected Pelco cameras agreed upon during the quoting process. System configuration options are customizable by the customer and may include the naming of cameras, creating user rights and privileges, setting up alarm configurations, configuring analytics profiles for specific cameras, configuring maps, configuring recording schedules, installation of Pelco software, activation and commissioning of Pelco product licenses (licenses must be purchased separately), and optimizing system performance.

2) Recommend Use of Service

This service is recommended for customers who have already physically installed all system components and need to configure the system for the first time or are expanding their existing system. It is also beneficial to those who have an existing system that is not configured as desired.

3) Details of Service

- a) Verification of proper Pelco Video Management System (VMS) installation.
- b) Configuration of Pelco VMS for optimal system performance.
- c) Validation of proper functionality of applicable Pelco products.
- d) Review system performance for possible optimization.
 - o System User-Specific Configuration. *Optional services, additional days may be required.*
 - o Naming of cameras
 - o Creating Users
 - o Assigning rights and privileges
 - o Setting up alarm configurations
 - o Configuring analytics profiles for specific cameras
 - o Configuring maps.
 - o Configuring recording schedules
 - o Installation of Pelco software (initial or upgrade)
 - o Activation and commissioning of Pelco product licenses (licenses must be purchased separately)
- e) **Limitations**
 - Unless otherwise explicitly agreed upon in writing, all configuration tasks apply to Pelco branded hardware and software only. Third-party hardware and software configuration(s), including that which may integrate with Pelco products, is not included or implied.
 - Supporting mapping files must be supplied by the client. This service does not include designing or building any supporting images, AutoCAD files, GIS tools, etc.
 - **This service does not include or imply any diagnosis, configuration or optimization of networking components. Networking services may be purchased separately.**

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