



## Quadrant Service Spectrum

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**Quadrant is committed to delivering service levels that genuinely fit customer needs, customised to the environment they operate.**

In the security sector, off-the-shelf or gold-silver-bronze service packages rarely fit service requirements on the ground. Packages tend to be constructed for the benefit of the supplier and not the customer. Quadrant's service and support is genuinely flexible and bespoke.

We refer to the Quadrant service as a spectrum as it covers all demands across four critical service components. The customer enjoys choice and flexibility for response time, materials, type of cover and technology.

Quadrant has a nationwide team of service engineers that is centrally managed. With their deep experience of technology and integration, Quadrant engineers are equipped to service and maintain systems across a broad spectrum of manufacturers and technologies, which results in significant savings and heightened efficiency.

The fundamental Quadrant proposition is based on an accurate needs analysis and meeting those needs to the customer's advantage.

How critical is response time? How large or complex is the estate? What are the risks and costs associated with downtime? What call is there on parts and replacements? How can budgets be maximised? What expertise is required, from commodity to core systems?



### The Quadrant advantage

- Knowledgeable engineers
- Appropriate service level agreements
- Short system downtimes
- Managed parts availability
- Nationwide logistics
- Flexible budget use
- Satisfied Quadrant customers





# Quadrant Service Spectrum

## Principle

Our service offering is wide ranging across a number of dimensions:

- Response time element
- Materials element
- Type of labour cover
- Technology cover

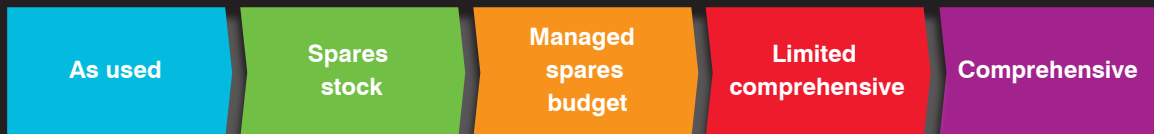
Quadrant offers a wide permutation of service combinations - not dissimilar to a colour palette.

## Response spectrum



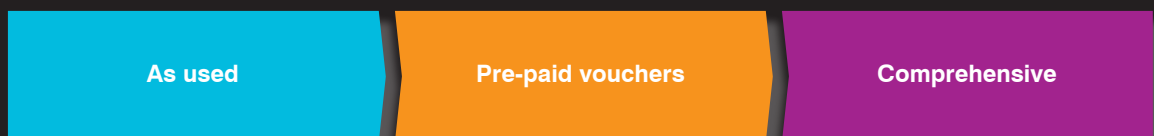
Quadrant can provide the appropriate response time to suit your risk profile, location and type of technology.

## Materials spectrum



The choice of materials cover provided may be applied selectively across your system. Quadrant experience shows that the spares stock, managed budget and limited comprehensive options provide the best value for money.

## Labour cover spectrum



The selection of labour cover will depend on system complexity and the risk profile of the location. Quadrant can advise you on the most appropriate solution for your service contract.

## Technology spectrum



Security technology ranges from the simple to the complex and your system will require the correct level of service and support for each component. Quadrant will advise you on the most appropriate combinations of service delivery for each part of your system.