

Service for Corrections

HOSPITALS

SCHOOLS

DATA CENTERS

GOVERNMENT

COMMERCIAL

GAMING

UNIVERSITIES

CORRECTIONS



We keep your critical systems ready...



Extending life of system



Reducing total cost of ownership

Preventative Service & Maintenance



Electrical Services

Electrical Troubleshooting & Maintenance
Electrical Moves, Adds, Changes
Thermal Imaging & Analysis
LED Lighting Upgrades
Athletic Field Lighting & Scoreboards



Network Infrastructure & Specialty Systems

Wireless Networks
Public Address Sound Systems
Intercom Systems
Nurse Call
Digital Signage
Audiovisual Systems
VoIP Phone Systems
Air Quality Detectors (Vape & THC)
AEDs
Radio Communications
Digital Mobile Radios (DMR)



Security & Life Safety

Access Control, Card Readers, & Lockdown
Door Hardware
Door Openers (ADA)
Video Surveillance (CCTV)
Artificial Intelligence and Analytics
Surveillance Trailers
Video Intercom Systems
Panic Duress Alarms
Intrusion & Detection Alarms
Gunshot Detection
Perimeter Detection
Fire Alarm Test & Inspections
Alarm Monitoring Services
Emergency Phones & Towers
Mass Notification



Life Safety Testing & Compliance

How do we deliver Exceptional Service?

apicmsi.com/service



Centralized Intake

- High-visibility service alias
- Leadership oversight
- After-Hours Triage with 1-hour response + travel



Documented Inspections

Building Reports Workflow:

- Barcode All Devices
- List Deficiencies
- Evidence Photos
- Detail Recommendations



Tiered Expertise

Tiered Expertise:

- Field techs
- Centralized Expert Programmers
- Dedicated Technicians



Emergency Hotline

We pride ourselves on being responsive and this extends...
AFTER HOURS

1-hour + travel time

Once you call our hotline, we will be headed toward you within 1-hour



- Video Surveillance
- Electrical
- Voice/Data
- Life Safety
- Preventative Maintenance

4 Levels of Service



We support non-APIC-installed systems!!!

Brand-Agnostic Service, Diagnostics, Break/Fix, Device Swaps, and Migration Planning

1

Phone
& Remote
Tech Support

2

Service Level
Agreements

3

Preventative
Maintenance
&
Life Safety Testing

4

Dedicated
Support
Plans

**Schedule a Service Consultation
& we will draft a Customized SLA/PMA**