IBS24 System Installation Process

Installation of the IBS24 system is performed on-site by experienced qualified installers chosen by IBS. Configuration and commissioning is done remotely from our technical centre. The steps involved in the implementation of a new system are outlined below.

## Speak with the Client

The first step is for our technical specialists to speak directly to the client to understand the scope of their facility and decide on what type of system suits their site and budget.

## Questionnaire

Before IBS is able to provide an accurate quote for a new system there is a degree of technical information required about the site. The required information is covered in our Client Site Questionnaire available from our website. Accompanying the questionnaire the client is requested to provide specific photos from their facility.

From the clients requirements, the technical information provided and photos our technical team will design the appropriate system and provide a quotation for the installation.

## On-Site Visit

If the client wishes to proceed IBS will arrange an on-site visit from the installer in your area. The installer will go over all the information provided to ensure nothing is missed and explain the system and installation process to the Client.

## Acceptance

Following the on-site visit and any adjustments required to the design a final quote will be provided for acceptance by the Client. Upon acceptance of the quote an installation date will be booked with the installer.

At this time the installer will assist the Client to fill in our technical questionnaire which will provide the design team with all the information required to accurately design and configure the system.

## System build

All the hardware components of the IBS24 system for the new site will be assembled, configured and tested in the IBS factory prior to shipping to the installer.

## Hardware installation

On-site the installer need only install each component and connect them together as per the drawings provided. This will generally involve installation of cameras, locks, sensors, data rack etc. Technical support is provided by IBS throughout this process.

## Configuration and Test

Once the IBS24 system is installed and connected to the internet, our technical specialist will connect, check the configuration and run tests in conjunction with the on-site installer to ensure all aspects of the system are functioning correctly.

## Commissioning Plan

IBS provides a recommended commissioning plan to the client based on their site and Club software requirements. This plans will usually involve 1-2 weeks leading up to a live date. This plan is designed to prepare the staff and members prior to going live and has proven to be very successful in reducing anxiety and issues.

## Support and Maintenance

On-going 24/7 support is provided by the local installer of the system. They are familiar with the site and the system and will be able to resolve the majority of issues which may arise. IBS provides remote technical support to the installer.

Scheduled maintenance is available upon request. This will usually take the form of an on-site visit by the installer, in conjunction with remote configuration checking and testing from our technical team. The purpose is to ensure that any issues are identified and fixed before they become a problem and to provide the client with an opportunity to ask question bring up potential issues etc.

The normal period for such checks is every six months and requires a few hours.