



# Project Support Tokens



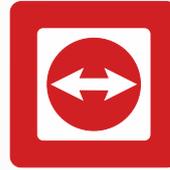
**In House  
Project Team**



**Recorder  
Pre-build Services**



**Remote Setup &  
Commissioning  
Assistance**



**Remote Custom  
Training**



Dynamic CCTV Project Tokens are designed to help you get the very best pre- and post-sales support from our award winning technical and project support team. The tokens can be used when additional support is needed throughout the design, setup and commissioning process of your project or HikCentral VMS installation. The aim of our Project Support Token scheme is to give all our clients the peace of mind a member of our dedicated project team is at hand waiting to give that extra level of value-added support throughout your project from inception to completion.



The tokens are purchased in 4HR and 1HR units and are used as time credits within your project account, they are not locked to a specific project and do not expire giving you the flexibility to decide when you use them and on which project.

The Project Support Tokens can be redeemed for the following value added services:

- Assistance with documentation and design schematics
- Pre-configuration and setup of systems before leaving Dynamic CCTV headquarters
- Remote custom training for both engineers and/or end users
- Remote dial in to setup or assist with commissioning HikCentral VMS systems and associated modules
- Bespoke user guides both written and video where required.
- Prioritized support on mission critical systems

All remote dial in sessions are managed through a booking service where you will be allocated a time slot within a 48-hour window, contact: [project@dynamic-cctv.com](mailto:project@dynamic-cctv.com) if you wish to make a booking.

When the session is complete the time taken will be deducted from your token time credits within your project account.

Dynamic CCTV pride ourselves in being able to support your needs and the project token scheme adds even greater weight that Dynamic CCTV is the first choice for all your project opportunities, our dedicated project team is here and waiting to support you.

Contact [project@dynamic-cctv.com](mailto:project@dynamic-cctv.com) for further information on this scheme or if you have a project opportunity you would like to discuss with us.

## Customer Testimonials

*“We use HikCentral to monitor a number of remote sites, initially the system had its faults and was difficult to use with fault codes that we didn't have answers for. The staff at Dynamic CCTV have assisted us since the start, a lot of issues we could not resolve locally have been rectified with remote support from the Hikcentral support team.*

*We have other projects large and small that required technical help, no matter the size we have had instant support, as I write this feedback at 22:47hrs I have been receiving email support answers from staff that are on leave, its greatly appreciated and thanks guys for all your help.”*

**D Knox MD**

*“Dynamic's project support team have assisted our company in designing complex installations consisting of thermal fire detection and high end 100+ camera HIK Central installations. Their teams design guidance give you the confidence that the equipment will perform exactly how its intended. They have been a great benefit to our business over the years helping us not only meet but exceed our clients expectations on installations.”*

**Guy Jackson**

*“The service I receive from the team is first rate, Nathan runs a very tight ship and his personal customer service is second to none. Nathan and his team have provided me a five star service from the moment I started dealing with them as a supplier. I look forward to our continued success.”*

**Chris Catchpole**

*“Nathan and the team have worked tirelessly with our engineers to resolve complex site-specific issues, it seems Nathan is on hand all hours to resolve even the simplest of faults and provides first class support for our business”*

**Jeremy Owens**