

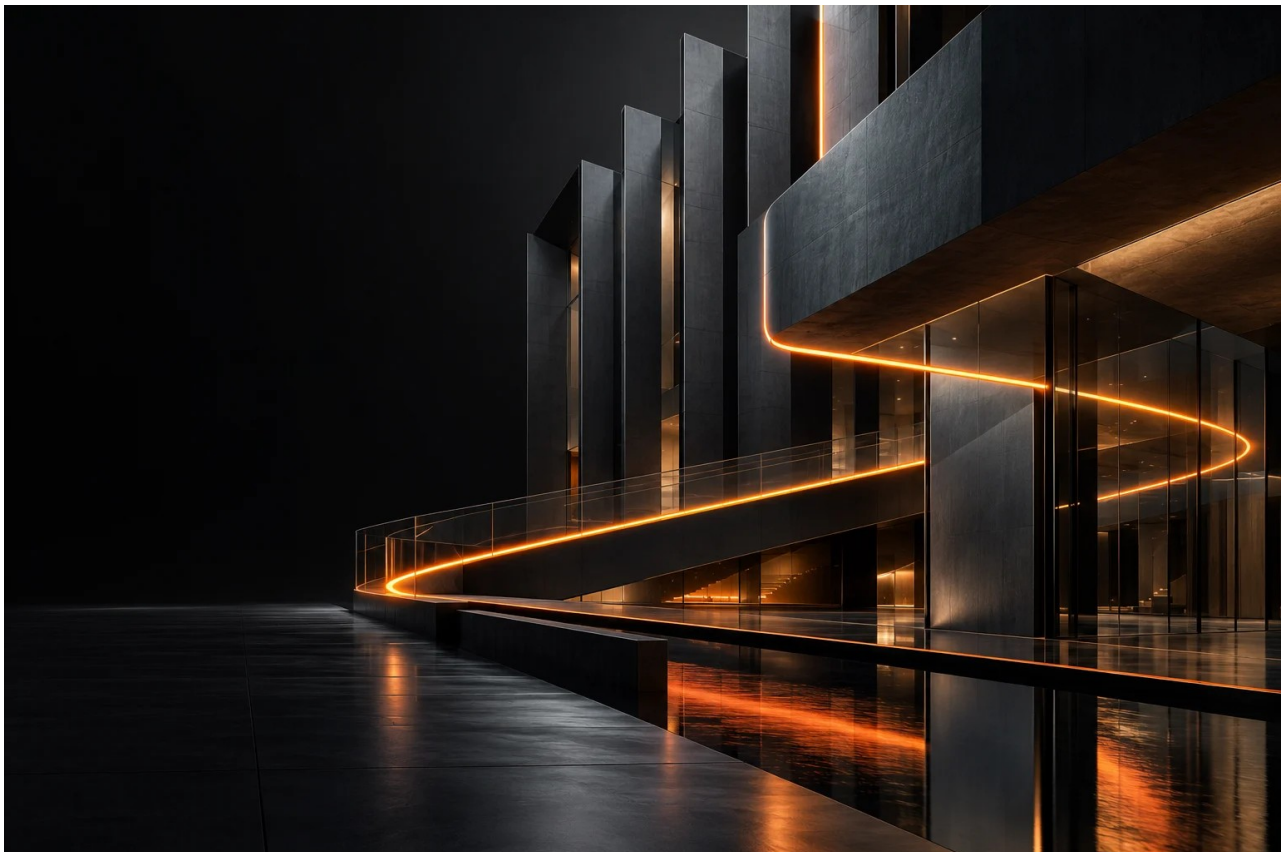


IGNITE / SERVICE BROCHURE

Remote Maintenance

Remote Systems Maintenance

Keep supported systems under review through scheduled checks, remote diagnosis and controlled maintenance.



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The solution

Ignite defines remote maintenance around a named equipment and software inventory. The service considers what can be checked remotely, who can authorise changes and which issues need on-site or specialist attention.

Scheduled system checks

Review agreed application services, device availability, recording status or storage indicators where the platform exposes that information.

Remote diagnosis

Investigate reported faults using authorised access and available logs. Record the symptoms, findings and the next action needed.

Controlled configuration

Apply approved changes to supported settings and services. Keep a record of the request, authorisation, work completed and validation outcome.

Updates and lifecycle planning

Assess applicable software or firmware changes against compatibility and vendor support. Schedule work within agreed windows with an appropriate rollback plan.

Escalation to the right party

Identify connectivity, hardware or site conditions that cannot be resolved remotely. Coordinate the handover to the responsible supplier or on-site team.

Maintenance reporting

Provide a record of checks, findings, work completed and outstanding actions at the agreed frequency. Use recurring issues to prioritise improvements.

A practical operating process

Define how the technology supports the people responsible for the next step.

Stage	Operating purpose
Review	Check the agreed systems and investigate reported symptoms.
Diagnose	Establish what the available information shows and what needs further attention.
Maintain	Obtain the required approval and carry out the agreed remote work.
Confirm	Validate the outcome, document it and escalate any remaining issue.

Where it fits

CCTV and management platforms

Review available recording, device and service-health information.

Visitor and security systems

Investigate supported application, device and configuration issues.

Hosted security servers

Coordinate authorised application and infrastructure maintenance.

Distributed sites

Apply a consistent check and escalation process across the agreed estate.

Scope and implementation

A useful brief makes the requirement, dependencies and responsibilities clear before work begins.

What to include in your brief

- Equipment and software inventory with supported versions
- Authorised access method, credentials ownership and change approvers
- Required checks, maintenance frequency and service coverage
- Escalation contacts, site attendance arrangements and reporting recipients

Implementation and handover

Confirm the selected platform, equipment and permissions. Coordinate configuration and representative checks against the agreed use cases. Record any outstanding items and confirm operating contacts, user guidance and the support process before handover.

Service boundaries

Remote maintenance cannot resolve every physical, power or network fault. Site visits, replacement equipment, cabling, third-party charges and work outside the agreed scope are separately confirmed. Monitoring and maintenance schedules are defined in the service agreement.

Speak to Ignite

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