

Autonomous System Health Monitoring with Remote Diagnostics and Repair

Autonomously monitoring and remotely diagnosing and repairing video recording and related servers and workstations reduces your customer's downtime, and increases the systems overall value, effectiveness and reliability.

Did You Know?



Monitored by maXia is an autonomous system health monitoring service monitored and managed by Sentry Security Systems Inc. Technical Services division.

With remote diagnostics and repair capabilities, our technical engineers act as first responders for your deployments of video recording servers, storage arrays and workstation systems, reducing and often alleviating downtime and increasing the system's overall value, effectiveness and reliability.

How much does a single service call cost you?

1 Year Subscription

\$99 USD | \$129 CAD
MSRP \$149 USD | \$189 CAD

3 Year Subscription

\$249 USD | \$329 CAD
MSRP \$349 USD | \$449 CAD

5 Year Subscription

\$399 USD | \$529 CAD
MSRP \$549 USD | \$699 CAD

Monthly Subscriptions Available for \$14.99 USD or \$19.99 CAD

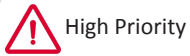
- Monitored by maXia monitoring service can be deployed on video surveillance servers pre- or post-build, or can be deployed on-site
- This service monitors for potential abnormalities and contacts our technicians for more timely diagnostics and repairs
- Remote monitoring can prevent service calls for disk-related issues, memory or CPU usage and software related problems



Monitoring Policies

Disk Health

When a disk problem is detected, maXia Technicians will login to verify and fix the disk problem, if possible which almost always prevents a service call to diagnose.



High Priority



Dealer is Contacted



Avoid Service Call

Disk Space

When a data drive is not recycling properly, or if the C: drive is full, a maXia Technician will access and restore the system to full functionality.



High Priority



Dealer is Contacted



Avoid Service Call

Process Closed

Video Monitoring Software will be monitored to ensure that the software is running. Upon failure, a maXia Technician will login to get the software running and correct any issues that prevented it from running.



High Priority



Pos. Customer Exp.



Rare but Critical

CPU Usage

If the CPU spikes outside of normal operating parameters, a maXia Technician will access the system remotely and make necessary changes to resolve the spike.



Medium Priority



Pos. Customer Exp.



Avoid Service Call



User Error

Memory Usage

If the system's memory becomes nearly full, a maXia Technician will log into the system to assess the specifications of the build and make remote adjustments and/or suggest repairs.



Medium Priority



Pos. Customer Exp.



User Error

Online State

In the event of a system going offline, maXia Technicians will continue to monitor the system. Following a standard wait-time, the dealer will be contacted for an on-site adjustment.



Low Priority



Offset Software Issues



Avoid Service Call

For more information on the Monitored by maXia service, pricing or to set up an account, contact your Sentry Account Representative at 1.866.736.8796 or visit monitoredbymaxia.com