



RMR options for installation companies with Paxton10

Recurring monthly revenue is a great way to generate income even after a site has been installed, commissioned, and handed over to the customer. With Paxton10, there are several ways to achieve this.

Maintenance and Servicing

Either a fixed term or rolling contract can be setup to provide maintenance and servicing post installation. This is a great way to keep in touch with your customer and ensure a great customer experience.

Some examples of checks on site are:

- Checking power supplies
- Network infrastructure checks
- Battery backup servicing/replacement
- [Wireless lockset routine maintenance](#) including the replacement of batteries and door furniture checks
- Annual system check-up;
 - o Software update patches
 - o Security fixes
 - o Check all hardware online and system fully functional

You may also wish to offer a 5-year maintenance contract in line with the Paxton 5-year warranty, giving the customer peace of mind that their system will be fully covered for 5-years against failure.

Remote Administration

Paxton10 makes remote administration easy by providing free, worldwide access to any system providing there is an adequate internet connection. Firstly, you will need to [setup remote access on your customers system](#).

Once setup you will be able to configure and administer your customer's Paxton10 system in line with their requirements. Examples of this could be:

- [Adding/removing users](#)
- [Enrolling smart credentials](#)
- [Barring users if their token have been compromised](#)
- [Setting up Software Permissions](#)
- [Setting up Building Permissions](#)
- [Setting up Custom Reports](#)

Software permissions can be configured to control who can administer the system. If you will be responsible for all administration on your customer's site, your user account should be the only one with system engineer permissions. You can also restrict your customer to have no access or read only access to the software. See the following application note on how to configure this: [AN0007 - How to create and use software permissions](#).

Please note: Where Paxton10 is a perfect solution for a multi-tenanted building by using a single Paxton10 server, we do not recommend or support the hosting of multiple customers on a single Paxton10 server located on different sites. We also always advise having the Paxton10 server located on the customer premises

Remote Video monitoring

Utilising the remote access link, you will be able to see any live or archived video on your customer site from any location with an internet connection.