

10 QUESTIONS TO ASK YOUR VIDEO MONITORING PROVIDER BEFORE YOU BUY

A video monitoring system provides protection to a business by deterring threats or break-ins, protecting inventory or even identifying improper use of company equipment. To be sure you get the system your business needs today and into the future, here are 10 key questions to ask a video monitoring provider.

1 What is the picture quality of the camera(s)?

- Will the cameras be in High Definition?
- Are there zoom capabilities?
- Do the cameras have infrared filters for nighttime viewing?

2 How does the installation process work?

- How long will it take?
- Will the installer be able to make appropriate recommendations on where to place the cameras?

3 How will the footage be stored?

- Will they use a cloud-based system or a DVR system?
- What are the benefits to each?
- How long can the footage be stored for?

4 What will the cost of the monitoring system be?

- Will you have to buy the cameras at your own expense?
- Can you lease the cameras at a lower price?

5 How will you be billed for your monitoring system?

- How often will you be billed?
- Can you bundle your system with other services like your Internet and WiFi?



Checklist

- High Definition Cameras
- Zoom Capabilities
- Infrared
- Short Installation
- Professional Recommendations
- Cloud-Based Storage
- Leasable Cameras
- Support Around the Clock
- Bundled Billing
- Long-Term Storage of Footage
- Power over Ethernet
- Access Live and Recorded Footage
- Scalability
- Mobile Access
- View Multiple Cameras at Once

6 What kind of support will your business get?

- Does the provider have the ability to identify where a problem is coming from and then quickly fix it?
 - Can they provide support 24x7x365?
 - Will a real person be available to talk you through what is going on and how it will be solved?
-
-
-

7 Will the monitoring system use Power over Ethernet (POE)?

- What benefits come with having a PoE system?
 - Will having a PoE solution reduce the number of wires needed to run your system?
-
-
-

8 Will your monitoring system be able to grow with your business?

- Can the provider easily add extra cameras as needed?
 - If you move into a different office building will the provider be able to move with you?
-
-
-

9 How will you be able to access your footage?

- Will you be able to access both live and recorded footage?
 - Can you access the footage from anywhere by using a mobile device or laptop?
-
-
-

10 How many locations can you monitor at one time?

- Can you monitor multiple cameras at one single time?
 - Will you have to switch back and forth in order to see everything you need to?
-
-
-

Use this worksheet when you make your calls!