

MONITORING

High Touch, High Quality Monitoring and Support from Building System Experts

Monitor and maintain your facilities by remotely troubleshooting and de-escalating issues with FSG's team of technicians, engineers and SMEs.

We adopt and monitor any existing hardware.

- ✓ Mediator
- ✓ BASview
- ✓ NextRev
- ✓ Automated Logic(ALC)
- ✓ HVAC repair
- ✓ Tridium/Niagara
- ✓ Novar
- ✓ Founten
- ✓ And more

Monitoring Package

\$49 per month per site

Alarm Management

- Space temperature
- Offline equipment
- Offline systems
- CO2 & humidity
- Metering
- IoT sensors

Email Correspondence

- Setpoint adjustments
- Schedule changes
- Verify system status

Account Management

- Client onboarding
- Weekly health reporting
- Advanced troubleshooting
- Recommendations on actions, dispatch or parts replacement

White Glove Service

\$69 per month per site

All features of Monitoring Package

Technical Phone Support

- Inbound and outbound
- EMS troubleshooting
- HVAC-R setpoint & schedule changes
- Commissioning

Technician Dispatching

- Electrical
- Lighting & Signage
- Mechanical
- Telco services
- Controls

Work Order Tracking

- WO creation & closeout
- Real-time tracking
- NTE requirements
- Reporting as needed

Account Management

- Dedicated phone & email
- Dedicated account team
- Training & documentation
- Service level agreements
- Corporate compliance
- AP concierge service

Tactical Operations Center

\$129 per month per site

All features of Monitoring Package

All features of White Glove Service

24/7 Concierge Service

- Around-the-clock email, text and chat support
- Dedicated phone line for off-hour emergencies

Turnkey Facility Services

- Lighting repairs
- HVAC maintenance
- EMS/BAS repairs
- Plumbing needs
- Landscaping
- Janitorial
- More

Let's Get Started

Contact us today to speak with an expert.
fsgsmartbuildings.com | (512) 835-6120