



Aftercare & Support Services

AFTERCARE & SUPPORT SERVICES

Our integration systems are highly complex technical installations. To maintain optimum performance and ensure reliability of the systems, we offer a range of aftercare packages for your peace of mind. This unique service is organised by our Client Support Manager, Peter Miller who has a lifetime of experience in the customer relations arena. Peter brings a personal touch to this technical role and is here to help with maintenance, technical support and upgrade advice.



“My role is to support our clients once the installation is complete. Keeping in touch also allows us to deal with any issues as and when they arise and to resolve them quickly”

Peter Miller - Client Support Manager

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AFTERCARE

At CSS, we believe our responsibility doesn't end when an installation is complete. Since 1995, our clients have trusted us for technical expertise, compassion, and a genuine desire to provide the best possible service - protecting their investment and ensuring many years of enjoyment.

We provide a full Aftercare service, overseen by Client Support Manager, Peter Miller. With extensive experience in customer support and technical services, Peter ensures every client continues to receive clear, practical advice long after installation.

Peter's approachable style gives clients a reliable, personal point of contact, someone who not only understands their requirements but also takes responsibility for ensuring a consistently high standard of care.

Our support spans every stage of ownership: from routine maintenance and troubleshooting to guidance on upgrades and system improvements. Whether responding quickly to resolve an urgent issue, helping clients maximise the use of their systems, or planning enhancements for the future, CSS is committed to building long-term partnerships.

SHIELD PRO THE SILENT ASSISTANT

Smarter, faster support, our in-house developed Shield Pro enables our team to deliver rapid responses and effective resolutions, without inconvenience to clients.

REMOTE SUPPORT

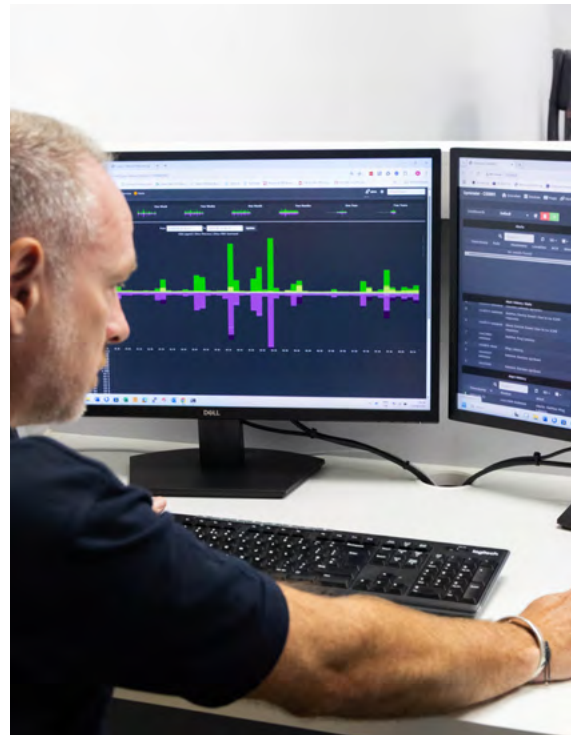
Developed entirely in-house, Shield Pro is a unique and powerful solution that allows us to remotely and securely diagnose installations and restart in-home IP devices, often instantly resolving issues without the need of a service visit.

PROACTIVE MONITORING

Our dashboard continuously monitors system health, detecting potential issues and alerting our support team before clients are even aware of them.

PERFORMANCE PROTECTION

Real-time temperature sensing safeguards critical equipment, extending lifespan and reliability. Built on the latest technology and designed by CSS exclusively for our clients, Shield Pro offers true peace of mind—keeping systems reliable, efficient, and protected.



ONE-YEAR PREMIER AFTERCARE PACKAGE

Every CSS installation includes our comprehensive one-year Premier Aftercare package, giving our clients complete reassurance from the moment their system goes live.

This includes:

- Scheduled maintenance visits to ensure systems remain clean, updated, and fully functional
- Preventative servicing to address potential issues before they arise
- Dedicated access to our Client Support Manager and team whenever needed
- Full accountability for the performance of the installation throughout the year

OUR AFTERCARE VALUES

These values shape everything we do. This approach not only extends system life but also minimises downtime, protects investment, and provides true peace of mind.

RELIABILITY

Consistent, responsive support.

CLARITY

Straightforward, clear advice.

COMMITMENT

A dedicated team committed to long-term satisfaction.

INNOVATION

Proactive guidance on upgrades and improvements.

PARTNERSHIP

Building trusted, ongoing client relationships.

CONTINUING SUPPORT

As the first year of Aftercare concludes, we will be in touch to discuss how best to continue your support service. Most of our clients choose to extend their cover through flexible, tailored packages that ensure continued reassurance and performance.

Options include routine maintenance, extended monitoring, enhanced protection, and system upgrades. By choosing ongoing support, you can be confident that your systems will remain fully protected, expertly maintained, and performing at their very best.



EXTENDED SERVICES

Our dedicated services are available 24/7, 365 days a year, combining advanced monitoring with rapid, expert assistance:

SHIELD PRO REMOTE MONITORING

Round-the-clock oversight for total protection

OFFSITE DATA PROTECTION

Secure backup to safeguard your information

RAPID REMOTE ACCESS

Immediate resolution with minimal disruption

SYSTEM ENHANCEMENTS

Regular updates to maintain peak performance

Together, these services are designed to deliver confidence, convenience, and long-term reliability ensuring that your installation remains in safe hands with CSS.



"We support our clients far beyond the completion of their installations, ensuring that their systems continue to function flawlessly and keep pace with new technology and functionality."

PETER MILLER
CLIENT SUPPORT MANAGER

"I am writing to express my sincere gratitude and appreciation for the professionalism, helpfulness, kindness, and technical expertise demonstrated by Andy, Dan, Toren, and Harry during their visits to the house.

Each of them has been exceptionally knowledgeable, considerate, and courteous, making every interaction a pleasure. Their dedication to their work and their willingness to go above and beyond have not gone unnoticed. It has truly been a pleasure to have any number of them assist us with all things technical here at Regents Park.

Please do pass on my thanks to Andy, Dan, Toren, and Harry for the wonderful job they have done for us. I cannot speak highly enough of their professionalism and the positive impact they have made here."

Private Client



