



impro technologies®
ACCESS CONTROL

Premier Installer **PROGRAMME**



www.impro.net

ACCESS CONTROL

Step 1

Register for Impro UPDATES

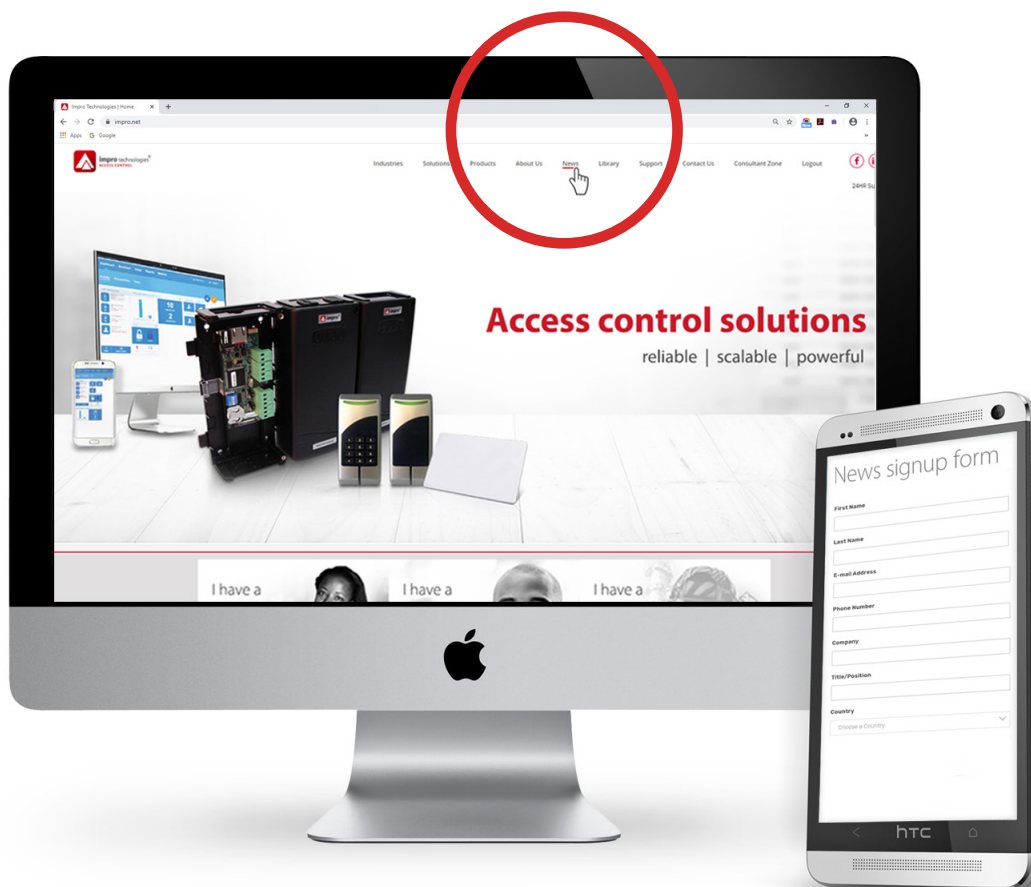
To ensure you're kept up to date with the latest Impro innovations, along with software and firmware updates, subscribe to our news service.

To subscribe

Visit www.impro.net and select **News** on the top menu bar. Click on **subscribe** and submit your contact details.

We'll take care of everything else and ensure that when news is released, you'll be updated.

We also assure you that we don't share, sell or otherwise distribute your personal information. If at any time, you want to unsubscribe, simply drop us an email or click unsubscribe in the emailer.



Step 2

Certify your **TEAM**

Technical staff who are responsible for the installation, maintenance and commissioning of Impro solutions must successfully complete Impro's training programme.

This ensures your team is technically capable and confident in meeting the requirements of customers worldwide.

Installers:

- Quicker installation
- Reduced site visits and call-backs
- Cost and time efficiencies
- Best practices in specifying sites, site management and installation procedures
- Improved knowledge on the various products, for quick selection and pricing of a customer solution
- Training material and manuals for future reference

Company:

- Referral opportunities to increase new business
- Enhanced customer service and repeat business
- Cost reduction for installations, especially time
- Brand association with a world leading group of companies

Customer:

- Assured of qualified company and installers
- Site specifications are met
- Installations are done professionally and efficiently
- Operator training is meaningful
- Knowledgeable personnel to advise on the best solution
- Improved customer service

All successful candidates will receive a training certificate which is valid for 18 months.

- This Certification is a formal recognition of an individual's achievements. Our training syllabus has been set out and is presented according to NFQ structures.
- Where a technician relocates to another company, the Impro Accreditation department should be informed as soon as possible.
- Take note that the accreditation status does not move with the individual technician, nor does it stay with the previous company.
- Should this situation occur, the company needs to re-apply for new accreditation as well as the technician.
- Certified Training has been designed to ensure that installers are trained to the highest standards, with the skills required to install Impro systems with confidence and according to specification.

Step 3

Accredit your COMPANY

In order for Impro to assess your level of expertise and grant a Premier Installer Certificate the following is required:

- Details of the minimum number of sites installed or maintained by your certified technicians.
- The period for which these sites have been maintained.

Notes:

- Accreditation application forms can then be given to your sales contact or sent to the Training Accreditation Department. Impro will make every effort to process the application within 15 working days of receipt of the application. Impro will contact you to arrange an audit of one of your reference sites and will then provide you with the feedback and level of company certification achieved.
- Delays may occur if the site reference contact person cannot be reached by the Accreditation centre for verification.
- A status report will be submitted to the applying company indicating the outcome of the application after this period, and of the appropriate level of certification which will be issued within 5 working days of the status report being compiled.

The following criteria will be assessed when looking at the Company Experience:

Number and level of certified technicians:

- Training is a primary factor for a this accreditation process and the number of employed certified technicians and the level they have achieved will contribute towards the final accreditation status
- The certification must be current, not older than 18 months from last course

Number of sites installed:

- The number of and type sites will be rated as per the criteria of the premier level of company accreditation; Reference sites will be contacted and asked to rate the following:
 - The quality of the installation and whether it is being maintained by the organisation.
 - Should the end user have any concerns we will contact your Company immediately to enable a follow up.
 - A physical site assessment will be carried out along with you at one of the sites listed.

Validity:

- Company Accreditation Certificates are valid for (24 months) unless the criteria for accreditation is no longer valid. Companies that stand to lose their Accreditation will be notified in writing. The onus of maintaining the accreditation criteria remains with the applicant.

Application Form at end of document

Re-Certification of the **COMPANY**

Companies must apply for re-certification on an annual basis and re-submit reference sites for premier level, where details have changed in the past 24 months.

All Company accreditation certificates are only valid for 24 months.

All accreditation will be revalidated on request and new certificates will be issued for the following year. This will be done as per previous application details unless a new application is submitted. On a request for renewal of certification based on the previous year's information, we will reassess the reference sites and check to see if the technical staff listed are still in your employ.

Reassessments may take at least 15 working days from request to process and issue a new certificate.

When there is a status change for the Accredited Company by way of additional reference sites or certified technicians at any time during the course of the year, then an application form may be submitted to the Impro Accreditation Centre subject to the normal assessment process, and the certificate updated accordingly (Assessment may take up to 15 working days to complete)

When a Premier System Integration company no longer employs the minimum required Level 3 and Level 4 certified technicians which may cause a status change in that company's accreditation status, then the Accreditation Centre must be notified of such change.

Application Form at end of document



Re- CERTIFICATION

Technical certification must be updated and renewed periodically. We have a number of one day courses throughout the year that technical staff can attend to ensure they remain up to date with new hardware and or software features.

- Coupled with the initial Certified Training Program, we have also instituted an installer re-evaluation process which will ensure that all installers are kept up to date with new features, products and software versions.
- Re-certification courses are offered by the Accreditation department for level 2 IXP400.
- The technician is required to revalidate his/her certification by successfully attending a re-certification course for the level they are currently certified for, before the certified training certificate expires.
- If there are no re-certification courses available for the level in question, the technician can book for a re-write of the assessments at no charge.

Application Form at end of document





Technical Access Portal training **LEVELS**

We offer four levels of training your technical Staff in our industry leading Access Portal hardware and software.

Technical PORTAL Training Levels:

- **Level 1** – This level consists of Portal Hardware Installation and Optimum cabling course.
- **Level 2** – This level consists of Basic Installer Software Configuration for Portal systems including the application of diagnostic tools to ascertain whether the hardware and cabling installation adheres to Impro installation standards and best practices.
- **Level 3** – This level consists of training on Biometric integration on the Portal systems. It covers the Morpho and Impro BMTA biometric ranges.
- **Level 4** – This level encompasses Advanced and Comprehensive Access Portal Configuration which includes Virtual hardware, Lift control, Emergency modes, Reset APB, Advanced zone configuration. Alarm arming and customization.

Course Duration

Base Level Free of Charge	Sales/Product Introduction Training	Half Day
Level 1	Portal Hardware Installations and Optimum Cabling	One full day
Level 2	Portal Basic Installation & Configuration	Two full days
Level 3	Biometrics	One full day
Level 4	Advanced system configuration	Four full days



Technical IXP training LEVELS

We offer four levels of training your technical Staff in our legacy hardware and software.

Technical IXP Training Levels:

- **Level 1** - This level consists of the Improx Hardware Installation and Optimum cabling course. This is a practical cabling course for all our products and forms an essential basis for the levels that follow.
- **Level 2** - This level consists of Software Configuration for the IXP220 and the IXP400i systems, including the application of diagnostic tools to ascertain whether the hardware and cabling installation meets Impro installation standards and best practices.
- **Level 3** - This level consists of Biometric integration on the IXP systems and covers the Morpho, Nitgen and Impro BMTA biometric ranges.
- **Level 4** - This level encompasses Advanced and Comprehensive IXP400i Configuration which includes Firebird & SQL DB maintenance, integration server and custom reports. NB: MS-SQL basic scripting knowledge is a pre-requisite for this level of training.

Course Duration

Base Level Free of Charge	Sales/Product Introduction Training	Half Day
Level 1 - Primary	Improx Hardware Installations and Optimum Cabling	One full day
Level 2 - Intermediate	IXP220 Installation & Configuration	Two full days
	IXP400i Installation & Configuration	Three full days
Level 3 - Comprehensive	Biometrics	Two full days
Level 4 - Expert	Advanced Modules on IXP400i, Configuration and Integration	Two full days

Application for **CERTIFICATION**

Impro Technologies has established a comprehensive accreditation programme supported by dedicated training staff and purpose built facilities in Johannesburg, Durban and Cape Town.

This accreditation programme encompasses:

Registration, Certification and Accreditation.

Step 1: Register for Impro updates

Step 2: Certify your team

Step 3: Submit reference sites

Step 4: Accredit your company

Application for **PREMIER CERTIFICATION**

Reference Site requirements for Premier Certification:

PREMIER INSTALLER	
Premier Installation Company, IXP220, IXP400 or both	6 x IXP220 and or 8 x IXP400 site installations where at least 2 sites with either Morpho or B-Sho biometric readers on site or any Impro third party integration systems. One site at least must be a multi-controller site. This level must have at least 1 x Comprehensive (Level 3) and 1 x Expert (Level 4) Certified Technician
OR	OR
Premier Installation Company, Portal Pro/Enterprise	6 x Portal Pro/Enterprise site installations with at least one site having an Application Controller, and at least one system with a multi-site configuration. This level must have at least 1 x Level 3 and 1 x Level 4 Certified Technician

Application for premier certification

CONTINUED

Please complete the following information:

Company details:		
Date of application:		
Company Name and Registration Number:		
Company email and Website:		
Physical address:		
	City:	Code:
Postal address:		
	City:	Code:

Company contact person:	
Name:	
Job title:	
Telephone number:	
Fax number:	
Email address:	
Number of sites being submitted for evaluation:	

Email the application to: training@impro.net

Application for premier certification

CONTINUED

Employee Training Certification Status

List your employees who have attended Impro Training:

To check the training certification level of your staff and your company certification, send an email to training@impro.net, or contact one of our sales staff to assist you. Otherwise please specify their Names and ID numbers

Company details:			
Name:	ID number:	Course(s) attended:	Certificate Number:

*CERTIFICATE NUMBER AND VALIDITY (Impro will complete this if you are unsure)

Application for premier certification

CONTINUED

SITE REFERENCE CASE STUDY** : (please complete a form per site)

To check the training certification level of your staff and your company certification, send an email to training@impro.net, or contact one of our sales staff to assist you. Otherwise please specify their Names and ID numbers

Company name:	
Site name(s) if more than 1 site at the company running Impro:	
Installation date:	
Location:	
Site admin contact name:	
Site admin contact telephone number:	
Solution installed:	
Trained Technicians who work on this site and or your Project / client services manager that liaises with your client::	

SYSTEM INSTALLED:

☐

IXP200

☐

IXP400

☐

APLite

☐

APBasic

☐

APPro

☐

APEnterprise

Number of Application Controllers

Number of Controllers

Number of doors

Number of users/tagholders

Tag types: ☐ 125kHz

☐ Wiegand

☐ Mifare

☐ Biometric

SYSTEM INTEGRATION:

☐

DVR Integration

☐

Mirasys

☐

Dedicated Micros

☐

SMS module

☐

SMS text

☐

Notifications

☐

Biometrics

☐

Idemia

☐

Nitgen

☐

Biometric

☐

Intrusion

☐

CaddX NX8-E

☐

Other

☐

Fire detection

☐

Ziton ZP3

☐

Ziton ZP5

☐

Virtual I/O

☐

Specify integration solution

SOFTWARE INTEGRATION:

Time & attendance (specify):			
ERP systems (specify)			
Other (specify):			

**

Please complete this page for every site you are sending through as a reference to be evaluated. Or complete an Excel spread sheet with the relevant information.



Impro technologies has
over 30 years' experience in
the access control industry

HQ tel: +27 (31) 717 0700
Email: info@impro.net
Web: www.impro.net