Smart WiFi. Better Experience.

PRODUCT BROCHURE

For CCTV & Network Solution Providers



OKwifi

CCTV-OS

Proactive CCTV Monitoring & AMC Maintenance OS for Safer, Always-On Facilities. Built for the providers who install and maintain them.

- Centralised Monitoring
- Proactive Health Checks
- Instant Alerts
- Maintenance Ticketing
- Remote Maintenance
- AMC & Service Reports

WHY CCTV-OS

A camera that is offline is a blind spot.

Your customers trust you to keep their surveillance running. CCTV-OS watches the health of every camera and recorder you maintain, raises alerts the moment something fails and manages maintenance tickets until every camera is back online. Your AMC moves from reactive repairs to proactive, measurable service.

Common challenges for providers	With OKwifi CCTV-OS
Faults found only after an incident Customers discover a camera was offline only when they need the footage.	**Proactive health checks** Cameras and recorders are checked automatically, so faults are caught early.
Reactive, complaint-driven AMC Your team waits for customer calls and rushes to fix issues.	**Instant alerts** You know about a fault before the customer does and can act first.
Too many site visits Technicians travel for issues that could be diagnosed remotely.	**Remote maintenance** Diagnose and resolve many issues remotely and send technicians only when needed.
Untracked service work Complaints live in calls and chats, with no record of who fixed what.	**Maintenance ticketing** Every fault becomes a ticket that is assigned, tracked and closed.
No proof of service It is hard to show customers the value of the AMC they pay for.	**AMC & service reports** Uptime and service reports prove performance and support renewals.

Built for

- CCTV Installers & Integrators
- Security System Providers
- AMC Service Companies
- Network & IT Solution Providers
- Facility Management Companies
- In-house Teams of Multi-site Businesses

FEATURES

Everything your CCTV service business needs, on one platform.

FEATURE 01

Centralised Monitoring

One view of every customer site you maintain.

- Single dashboard for all customers and sites
- Group sites by customer, city or contract
- Access for your service team and managers
- Camera and recorder status at a glance
- Site-wise and device-wise health view
- Customer-wise visibility on request

For your business: Manage hundreds of cameras across many customers from one place.

FEATURE 02

Proactive Health Checks

Catch problems before the customer notices.

- Automatic checks on cameras and NVR/DVR recorders
- Detect recording failures
- Network connectivity checks for each site
- Detect offline cameras and video loss
- Storage and hard disk health checks
- Scheduled health summaries

For your business: Fewer surprises, fewer complaints and higher camera uptime.

FEATURE 03

Instant Alerts

Know about faults in real time.

- Real-time alerts when a fault is detected
- Priority levels by fault type and site
- Alerts when devices come back online
- Alerts to service managers and technicians
- Escalation when issues stay open
- Alert history for every site

For your business: Respond first, before an incident turns into a complaint.

FEATURE 04

Maintenance Ticketing

Every fault tracked from alert to closure.

- Tickets raised automatically from alerts
- Assign tickets to technicians
- Response and resolution time tracking
- Manual tickets for customer complaints
- Status tracking: open, in progress, resolved
- Complete service history per site and device

For your business: An organised, accountable service operation.

FEATURE 05

Remote Maintenance

Fix more issues without leaving the office.

- Remote diagnosis of camera and recorder issues
- Confirm the fix through live device status
- Shorter downtime for customers
- Resolve common issues remotely where possible
- Send technicians only when on-site work is needed
- Lower travel cost and time

For your business: More customers served with the same team.

FEATURE 06

AMC & Service Reports

Prove the value of your service.

- Uptime reports per customer and site
- Response-time and SLA performance reports
- Device and fault history for audits
- Ticket and resolution reports
- Monthly service summaries for customers
- Data to support AMC renewals and upsell

For your business: Transparent service that customers are happy to renew.

Monitoring, alerts, tickets and reports on one platform. Always-on surveillance for every customer.

PROACTIVE AMC, SIMPLIFIED

From fault to fix, fully tracked.

CCTV-OS turns every fault into a clear, tracked workflow, so nothing is missed and every action is recorded for your customer.

Monitor
Health checks run on every site.

Detect
Fault found: offline, video loss, storage.

Alert
Service team notified instantly.

Ticket
Ticket raised and assigned.

Resolve
Fixed remotely or on site.

Report
Uptime and service reported.

What CCTV-OS checks

- Camera online / offline
- Video loss
- Recording failure
- Storage & HDD health
- NVR / DVR status
- Site network connectivity

Build AMC packages your customers will buy

BASIC

Monitor

Visibility and regular health reports

- Centralised monitoring
- Scheduled health checks
- Monthly health report
- Ticketing for complaints

STANDARD

Alert & Track

Real-time alerts with managed tickets

- Everything in Basic
- Real-time fault alerts
- Auto-ticketing from alerts
- Response-time tracking

PREMIUM

Always-On

Proactive service with SLA reporting

- Everything in Standard
- Remote maintenance
- Priority escalation
- SLA and uptime reports

Package names and contents are examples. You decide how to package and price CCTV-OS into your own AMC offers.

BENEFITS FOR CCTV SOLUTION PROVIDERS

Better service. Stronger AMC business.

CCTV-OS helps you deliver proactive, measurable service, keep customers longer and grow recurring AMC revenue with the team you already have.

Recurring AMC Revenue
Sell monitored, proactive AMC plans that customers renew every year.

Stand Out from Competitors
Offer measurable, always-on service instead of reactive repairs.

Faster Fault Resolution
Alerts and tickets cut the time from fault to fix.

Fewer Site Visits
Remote diagnosis saves travel time and cost.

More Productive Technicians
Clear, prioritised tickets for every technician.

Proof of Service
Uptime and SLA reports show customers what they pay for.

Happier, Safer Customers
Maximum camera uptime means fewer blind spots.

Scale Without Chaos
Add customers and sites without adding confusion.

A fault's journey with CCTV-OS

Camera Fails
A camera goes offline at a customer site.

You Know First
CCTV-OS alerts your service team.

Ticket Assigned
Technician receives the job instantly.

Fixed
Resolved remotely or on site.

Reported
Customer sees it in the uptime report.

VALUE ACROSS YOUR BUSINESS

Everyone in your service chain benefits

Business Owners
Recurring revenue and loyal customers.

Service Managers
Full view of every fault and ticket.

Technicians
Clear jobs and fewer wasted trips.

Support Desk
Organised complaints and fast updates.

Your Customers
Always-on cameras and clear reports.

How to get started with CCTV-OS

01
Onboard
Set up your company, customers and sites on CCTV-OS.

02
Connect
Add cameras and recorders at each customer site.

03
Configure
Alerts, ticket rules, teams and report schedules.

04
Operate
Monitor, resolve and report, with OKwifi support.

Frequently asked questions

Can we manage many customers on one platform?
Yes. Monitor all customers and sites from a single dashboard.

Will it work with our installed NVR/DVR models?
Compatibility with your installed models is confirmed during onboarding.

Can we share reports with our customers?
Yes. Uptime, ticket and service reports can be shared with each customer.

Do technicians need to visit for every fault?
No. Many issues can be diagnosed and resolved remotely.

Turn your AMC into always-on service.

Book a live demo of OKwifi CCTV-OS and see how proactive monitoring can grow your CCTV service business.

STEP 1
Live demo & discussion

STEP 2
Pilot with your customer sites

STEP 3
Roll out & grow your AMC

Contact Us
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