



Service Partner Program



Federal Signal Service Partner Program

Federal Signal's Service Partner Program is designed to support the goals of service providers seeking to fully capitalize on Federal Signal's leadership in the notification and security system market. We view our partners as an invaluable extension of the Federal Signal team who play a vital role in servicing our customers. Developed to provide Federal Signal Service Partners with a distinct competitive advantage, this unique program offers benefits ranging from access to new business opportunities and early product information, to advanced technical training through the Federal Signal Training Academy, plus much more. With an accredited certification, Federal Signal Service Partners will stand out among the most skilled service providers in the industry.

Service Provider Levels

Three levels of partnership for **Notification Systems** and one level for **Security Systems** have been designed to recognize and reward our partner's expertise and loyalty towards Federal Signal products and solutions.

Participants may be eligible for the Notification System and Security System portfolio if pre-qualifications are met.

For further information, email us at servicepartner@federalsignal.com



Notification SYSTEMS



Plus

SERVICE PARTNER PROGRAM

Plus level program acknowledges service partners who are actively working with Federal Signal solutions. Admission to this level is dependent on completion of the required training curriculum; successfully completing the assigned job with the approval of Federal Signal authorized personnel; and demonstrating the ability to meet minimum implementation requirements.



Silver

SERVICE PARTNER PROGRAM

Silver level program rewards partners who proactively promote and support Federal Signal's outdoor and indoor notification system as the preferred platform for these applications. In addition to demonstrating a loyalty to the Federal Signal brand, these certified service providers must possess an in-depth understanding of the Alerting and Notification Systems (ANS) product portfolio in tandem with proven experience in the implementation and support of these products.



Gold

SERVICE PARTNER PROGRAM

The status and privileges of the Gold level program will be awarded to partners who have successfully maintained their status at the Silver level. This entails exhibiting exceptional service performance which will be measured by timely response, support and training goals. Gold partners are actively engaged in enhancing Federal Signal services, and have exhibited the ability to meet the most challenging end-user requirements.

Security SYSTEMS



Elite

SERVICE PARTNER PROGRAM

Federal Signal's diverse portfolio in the security market ranges from video surveillance applications to CBRNE detections. In order to meet customer needs, our Elite partners will assist in expanding our reach beyond our field offices. Elite service partner status is awarded to companies who meet our stringent qualification requirements and complement our skill sets.

Example of Security Systems are Video Management, Cameras, Automatic License Plate Recognition, Wireless Broadband Networks, Access Control, etc.

Federal Signal Service Partner Program

BENEFITS	PLUS	SILVER	GOLD	ELITE
Prioritized technical support*	Yes	Yes	Yes	Yes
Quarterly factory training discount	Yes	Yes—additional 20%	Yes –additional 40%	N/A
Service Parts discount	No	Yes—additional 10%	Yes –additional 20%	N/A
Qualified leads for Services	No	Yes	Yes	Yes
First preference to quote on installation services	No	No	Yes	Yes

* to be added in future

REQUIREMENTS	PLUS	SILVER	GOLD	ELITE
Approved SPP application form	Required	Required	Required	Required
Qualified experience	Installed more than 10 Federal Signal's sirens Or approval* from Director of Professional Services	Installed more than 50 Federal Signal's sirens or maintained customer systems that, collectively, comprises of at least 100 Federal Signal manufactured siren controllers Or approval* from Director of Professional Services	Installed more than 200 Federal Signal's sirens or maintained customer systems that, collectively, comprises of at least 400 Federal Signal manufactured siren controllers	Must meet customer requirements. Partners chosen through an interview process.
Provisions for 24x7 support	N/A	Required	Required	Required
Toll-free number	N/A	Required	Required	Required
Coverage [radius from their office location(s)]	N/A	Required	Required	Required

FEDERAL SIGNAL QUALIFICATION TRAINING

A company must have at least the following number of personnel certified at all times to maintain the company's certification status. Re-certification of individuals is required once every two years.

Associate Training (FSQA)	At least 1 employee	At least 3 employees	At least 7 employees
Professional Training (FSQP)	At least 1 employee	At least 2 employees	At least 5 employees
Installer Training (FSQI)**	At least 2 employees	At least 3 employees	At least 6 employees

* Requires written approval ** FSQI requires hands-on field training and on-site supervision from Federal Signal's Professional Services group

For further information, email us at servicepartner@federalsignal.com



2645 Federal Signal Drive, University Park, IL 60484
800.524.3021 708.534.3400, ext. 7329 www.alertnotification.net

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