



SERVICE-LEVEL AGREEMENTS

PROACTIVE & DEPENDABLE SERVICE THAT KEEPS YOUR BUSINESS RUNNING

At BD&E, we work to extend the life of your equipment and to decrease your need for service calls. If an issue arises, we're ready to help. That's why we're proud to offer customer-centric Service-Level Agreements (SLAs).

We understand the value of swift and efficient support, and our SLAs are crafted to uphold that standard. As a BD&E partner, you'll never be left waiting for a response while losing valuable uptime. Trust BD&E to be there whenever you need us, delivering proactive and dependable service that keeps your operations running smoothly.



PROFESSIONAL EXCELLENCE

BD&E technicians have extensive experience in the field of physical security, are cross-trained in multiple disciplines, and receive routine, ongoing continuing education. All BD&E staff adhere to the highest standards of professionalism and are committed to service excellence.



COMPLETE TRANSPARENCY

No tricks or gimmicks. Just clear, easy-to-understand expectations for service.



INDUSTRY EXPERTS

Feel confident knowing that trained, industry-leading technicians are standing by.



SERVICE EXCELLENCE

Expect the highest level of service and support with every interaction.

CONTACT US TODAY!

1401 Hopeman Parkway, Waynesboro, VA 22980 | 800-671-7300 | www.bankdesign.net