New Personalised Technical Support Portals from Advanced

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Fire systems leader Advanced is celebrating the launch of its new online technical and customer support portal, Advanced360.

The new service delivers lifetime support for Advanced's customers, specifiers and end users. Registration is free and allows users to access a range of features. Once registered users have their own, permanently accessible portal, which delivers personalised features and information.

Advanced360 users can open and review technical support queries online and their current and historical support tickets are stored in their account permanently.

Advanced's training bookings are now handled through Advanced360. Users can book training for themselves or their colleagues and their training record is stored in their portal. When a course is successfully completed certificates can be downloaded at any time.

Users can also submit panel serial codes to have warranty certificates carrying their company information created. The certificates are stored online, and can be printed or emailed and issued to end users.

Advanced360 members can also download the latest software updates, access manuals and consultant specs, book product demonstrations, order brochures and marketing support, request an Advanced Approved Partner certificate, access battery and loop calculators and manage product returns.

Advanced's technical support is widely regarded as the best in the business and Advanced360 further sets it apart, as technical support manager Paul Duffy explains: "Advanced is a global success because of our world-beating product performance and because we fundamentally believe in making life easy for our customers.

"Advanced360 is the next step in ensuring our customers get immediate, expert help and information whether they are at their desks or in the field. Customers are already seeing the obvious benefits of individual support portals and we have a growing list of new features and services we'll be offering as part of Advanced360 in future. Anyone who works with Advanced should sign up now."

The software and firmware updates for AlarmCalm, Advanced's complete false alarm management solution, can be found on the Advanced360 portal.

More information, including account registration can be found at http://360.advancedco.com

Advanced is a world leader in the development and manufacture of intelligent fire systems. Its legendary performance, quality and ease-of-use sees its products used in prestigious and challenging locations all over the world, from single panel installations to large multi-site networks. Advanced products include complete fire detection systems, multi-protocol fire panels, extinguishing control and fire paging systems.

ENDS

**Issued on behalf of Advanced by
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