

YOUR PARTNER IN EXCEPTIONAL CUSTOMER EXPERIENCE



WHO WE ARE

Hirsch Professional Services (HPS) is an ecosystem of highly specialized engineers and development professionals committed to offering a personalized, high-touch solutions service experience. We align ourselves with Hirsch's broader mission of securing the physical world by going above and beyond to meet the specific needs of each customer.

WHY CHOOSE HPS?

Front-of-the-Line Privileges

Get immediate attention as an HPS customer with priority access to our highly specialized solutions engineers.

Specialized Engineering Teams

Our hands-on, field-based engineers have an in-depth understanding of customer-specific challenges.

Rapid Custom Integrations

Need a feature or integration with a fast turnaround? Our rapid integration services can make it happen faster than you thought possible.



24/7 ACCESS

Reach out to us at any time through a dedicated phone line, and even have the option to contact the team leader directly for urgent matters.



DEEP TECHNICAL KNOW-HOW

Our engineers have a thorough understanding of a myriad of technologies, including our proprietary products like Velocity, Velocity Vision, and Primis, as well as third-party platforms.



TAILORED SERVICES

Consistency in service is as important to us as it is to our customers. We cross train our talented engineers to ensure you receive the utmost care.

CASE STUDY: GOING BEYOND THE CALL OF DUTY

When a client in Northern California faced complex integration issues with their elevator systems, the HPS team stepped in. Within just nine weeks, we resolved a problem that another vendor could not accomplish in two years, allowing the client to utilize our Hirsch Velocity platform effectively. Our solution ensured the safety and ease of use for the facility's occupants, reinforcing the client's faith in our capabilities.

A COMPLETE SOLUTION IN

9 WEEKS

 **HIRSCH**

 **VELOCITY**
SECURITY MANAGEMENT SYSTEM



STRATEGIC GROWTH

We aim to increase the number of customers with Service Level Agreements (SLAs) and offer dedicated engineers for specialized attention.



NEW SERVICES

We are exploring the introduction of new services to better support our key customers.



SCALING WITH HIRSCH'S GROWTH

Metrics-driven evaluations to ensure HPS scales with Hirsch's expanding client base.

TECHNOLOGY INTEGRATIONS AND CUSTOM CONFIGURATIONS

WIDE RANGE OF TECHNOLOGIES

Video management systems, specialized elevator systems, key box integrations, and more

CUSTOM SERVICES

From specialized reporting to triggering services, we cater to your specific needs

UNIQUE SQL SCRIPTS

Custom SQL scripts can be developed quickly upon request

PROJECT MANAGEMENT

We can manage your physical access solution from start to finish

YOUR SATISFACTION, OUR REWARD

Tracy Alexander, the Director of HPS, finds immense satisfaction in leading a cohesive and supportive team willing to go the extra mile to ensure customer satisfaction. Her leadership ethos is underpinned by open communication and strong managerial support, guaranteeing that both customers and team members are happy and satisfied in their roles.



TRACY ALEXANDER
Director, Hirsch Professional Services