Frequently Asked Questions

Brady's service combines 55+ years of technical service expertise, performance, and speed with our team of cutting-edge virtual experts. Located in Greensboro, North Carolina, the Brady virtual technical team works closely with the Brady technicians you know and trust to keep your systems performing to your expectations – and providing you with clear, concise information on your terms.

How does it work?

Working with your team to meet your cybersecurity standards, a box is installed and linked to the building automation system by a Brady controls technician. Once in place, the box immediately begins providing data so that Brady experts can begin empowering you with insight into your building.

How easy is installation?

A Brady technician can install a box in less than an hour. Installation can be completed during a scheduled preventative maintenance visit.

Can you connect to the specialized equipment in my building?

We are able to connect to a wide range of building equipment, including ice storage, air washers, solar panels, and geothermal systems. If the equipment is connected to your building automation system, we should be able to connect and set up with no interruption to your existing operation.

How often do I get my reports?

A Brady Account Manager will ensure you receive the valuable information about your building on a schedule that works for you.

Can I customize my critical alarms?

Yes, you can. Once we are connected to your building, our team will set up a series of industry-standard alarms for you automatically. We'll also work with you to understand which additional alarms are important to you and ensure they are set up.

How much time will remote diagnosis save me when I have an issue?

At Brady, we know that uptime of your building and equipment is critical to your business. We can remotely diagnose and resolve many issues, potentially eliminating the need for an on-site service call. If a service call is required, our virtual team provides our technicians with essential information to ensure they arrive at your site with the knowledge and tools they need to address the issue correctly the first time, reducing your downtime.

How much does this service cost?

We know that each building is unique so a onesize-fits-all approach doesn't benefit our customers. The price of the platform depends on a variety of factors relating to your building's size and number of systems, as well as the frequency of reporting and the level of critical alarm routing required. This service is now standard in our offering, so the price is bundled into your current service agreement with no upfront cost. It represents a fraction of your overall investment.

Who can I contact for more information?

For more information, please talk to your Brady technician or account manager, or call us at (800) 849-1915.