Genetec™

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For Immediate Release

Genetec opens new RMA Centre in India

Genetec continues to scale operations to meet local demand and offer best-In-class customer experience

SINGAPORE, 12 August 2021 –Genetec, Inc. ("Genetec"), a leading technology provider of unified security, public safety, operations, and business intelligence solutions, today announced the opening of a new Return Merchandise Authorization (RMA) Center in India.

Working in partnership with Bangalore-based RMA expert, Repair & Return Technology (India) Pvt. Ltd., the new RMA center will provide a one stop shop for warranty support, component replacement, return for credit, hardware return and repair to Genetec channel partners and customers throughout India.

Customers and systems integrators who wish to return products will be able to access an easy-to-use online portal to manage the return process, thereby eliminating paperwork and reducing turnaround time for replacements.

"India is one of the fastest growing markets for Genetec," said Anand Thirunagari, India Country Manager at Genetec, Inc. "With the introduction of our new regional RMA Center, and the recent appointment of our new channel manager, we are continuing to scale our operations in India to ensure a best-in-class experience at every step of our customer experience journey."

For more information on Genetec offerings in India, contact: Info.apac@genetec.com

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About Genetec

Genetec Inc. is an innovative technology company with a broad solutions portfolio that encompasses security, intelligence, and operations. The company's flagship product, Security Center, is an open-architecture platform that unifies IP-based video surveillance, access control, automatic license plate recognition (ANPR), communications, and analytics. Genetec also develops cloud-based solutions and services designed to improve security, and contribute new levels of operational intelligence for governments, enterprises, transport, and the communities in which we live. Founded in 1997, and headquartered in Montreal, Canada, Genetec serves its global customers via an extensive network of resellers, integrators, certified channel partners, and consultants in over 80 countries.

For more information about Genetec, visit: www.genetec.com

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