

# SECURITY AUTOMATION SOFTWARE



We Monitor The World™



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# What Is The ALARM CENTER®?

We started with the idea in 1987 to develop the first generation of PC based automation software systems for the security industry, a more intuitive yet simple to use system. The first step was to involve central station personnel, our clients, the industry experts, in the creation of this new system. The System became known as the ALARM CENTER®. What makes the ALARM CENTER® stand above the rest is the fact that it was developed and is continually nurtured by security industry experts working side-by-side with leading PC software designers.

Now, with thousands of Systems operating in over 90 countries and nearly two decades of industry experience, Security Information Systems, Inc. is proud to provide the ALARM CENTER® for Windows® with the great features that were previously incorporated in our DOS and Networking versions and enhanced in the Windows® environment. A stunning new array of improvements also reveal an easy and fast response for dispatchers, more management reports and a host of new add-on modules; all while keeping an easy to use interface that has made the ALARM CENTER® the worldwide standard.

Welcome to the "next generation" of security automation software. Experience first hand why the ALARM CENTER® for Windows® is the most powerful, yet easy to use automation software tool ever developed for the security industry!

## Monitoring/Dispatch Module

Our flagship product is UL® Classified & ULC® Listed and designed to automate signal traffic from as many as 256 digital, IP, and radio alarm receivers simultaneously. Emergency signals are automatically displayed to the operator workstation for quick and simple resolution. Non-emergency signals are processed by the System without the need for operator intervention. Off-site personnel can even be alerted to special conditions via a pager, fax, e-mail, and cell phone.

### SINGLE USER

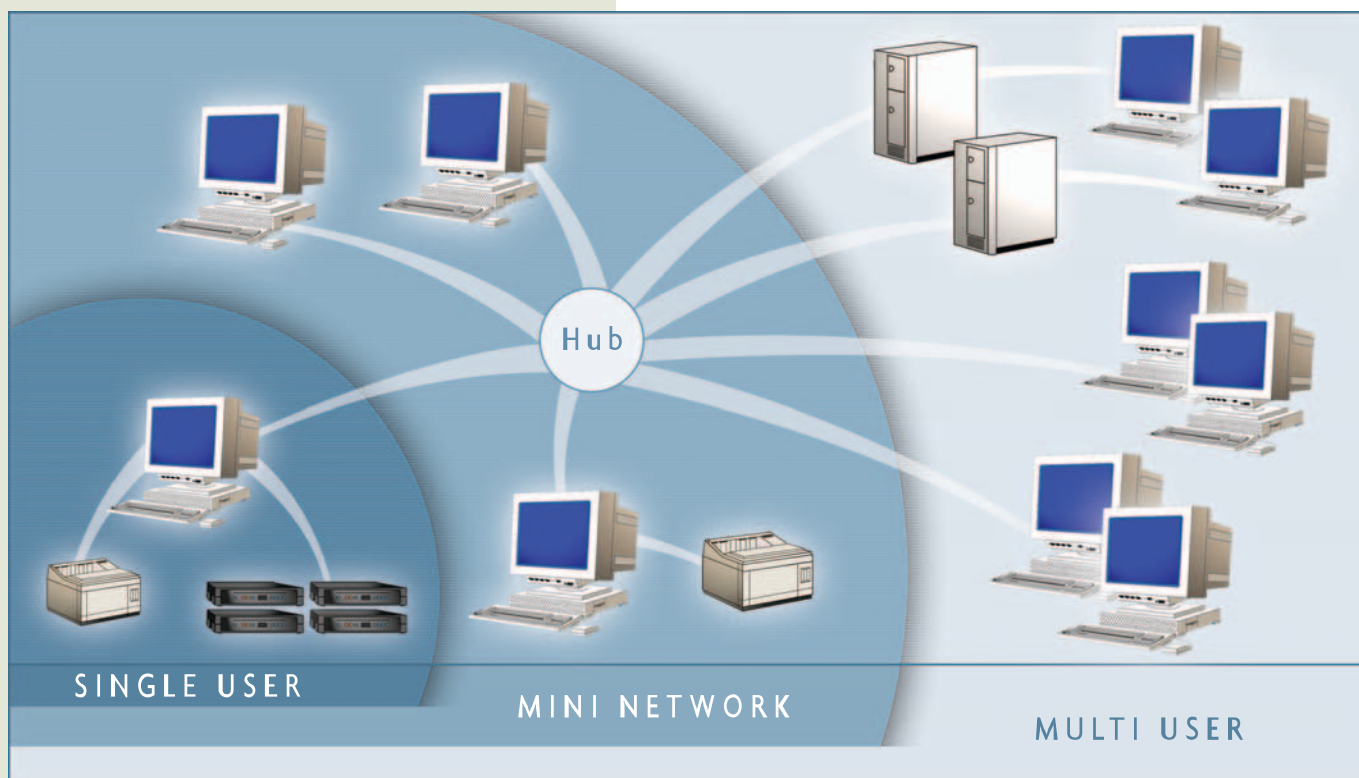
The single user version of the ALARM CENTER® Monitoring/Dispatch Module allows for one PC to conduct dispatching, data entry, account maintenance, reporting or any other administrative purpose. While the System has the capability to do multiple operations simultaneously, only one operator can use the System at a time.

### MINI NETWORK

The mini network version of the ALARM CENTER® Monitoring/Dispatch Module is a great way to receive the multi-user benefits of the Windows® platform, without the added cost of dedicated network and database servers. One PC on the mini network is used for dispatching, the others (up to three) can be used simultaneously for data entry, account maintenance, reporting or any other administrative purpose.

### MULTI USER

The multi user network version of the ALARM CENTER® Monitoring/Dispatch Module is for the advanced central station environment. By utilizing the Windows® server platform and SQL database structures, the System is designed for growth, speed and piece of mind knowing that your central is operating on the most advanced platform available today. The System is capable of handling as many workstations as needed for simultaneous dispatching, data entry, account maintenance, reporting or any other administrative purpose.





## Configured to meet your individual needs

The System can be configured to meet individual needs by choosing options that are available to enhance the capabilities of the core System, these options include:

### DEALER ACCESS MODULE

Dealers who contract services with the central station can access and maintain their subscriber's data along with offering printing capabilities for subscriber reports from a remote computer location. Remote access is accomplished through secure connection via the Internet. This Module reduces operator workload and increases central station efficiency.

### INTERNET ACCESS MODULE

Using the technology of the Internet, dealers and/or subscribers can access their accounts in the central station from anywhere in the world! Without talking to a dispatcher, authorized users can have access to view and print account status and signal history reports on-line.

### TELEPHONE ACCESS MODULE

Allows your customers and technicians quick access to account status and signal history information using a standard touchtone telephone. Authorized technicians can remotely place an account in and out of test mode for in the field maintenance. Operator workload will decrease and operational efficiency will increase with this advanced multilingual text-to-speech software component that is fully automated and available 24 hours a day 7 days a week.

### VIDEO INTEGRATION MODULE

The Video Integration Module allows for video verification of pre and post alarm events along with LIVE video to be displayed for each zone violated during a dispatch. Video verification reduces false alarm dispatching and streamlines alarm processing.

### MAPPING MODULE

With a click of the mouse, operators will have instant access to a detailed map of the subscriber's location. Powerful zoom features and the ability to enter any other address to receive detailed mapping information, makes this Module a must for superior customer service.

### WEB PHONE MODULE

Utilizing a web enabled cellular phone (WAP browser), authorized service technicians in the field can access subscriber accounts at the central station and quickly access account history, place accounts on test mode and check account status information.

### REPORTER MODULE

The Reporter Module allows for the unattended processing of alarm signals. This module provides superior value for installations simply requiring alarm activity reports.



## Products & Services

### Monitoring/Dispatch Module

#### DEALER ACCESS MODULE

Allows dealers direct access to full account information, reducing central station workload and increasing efficiency.

#### INTERNET ACCESS MODULE

Dealer and subscriber access to account status and signal history information from anywhere in the world.

#### TELEPHONE ACCESS MODULE

Dealer and subscriber remote access to account status and signal history via touchtone telephone utilizing automated text-to-speech.

#### VIDEO INTEGRATION MODULE

Video verification of pre and post alarm events along with LIVE video for each zone violated during a dispatch.

#### MAPPING MODULE

Have instant access to a detailed map of the subscriber's location.

#### WEB PHONE MODULE

Remote access for dealers and subscribers to account status and signal history information via a web enabled cellular phone.

#### REPORTER MODULE

Unattended alarm signal processing for reporting purposes.

### Accounting and Services

#### ACCOUNTING INTERFACE MODULE

Important data and accounting information flows between the Monitoring/Dispatch Module to commercially available accounting systems.

#### SERVICE MANAGER MODULE

Track service calls, contracts, equipment, and most of all, *profitability*, with this important management system.

#### INTERNET SERVICE MODULE

Using a web-enabled PDA, service technicians can access detailed information for their service calls right in the palm of their hand!

#### TRAINING

Comprehensive training programs are designed for both dispatchers and administrators and can be conducted at the clients facility or at our state of the art training center. Supplemental internet training programs are also available to enhance operational knowledge.

