

PROFILE

Security Information Systems, Inc.

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Date Founded:
1987

Company Description:

Security Information Systems, Inc. (affectionately referred to as "SIS" in the industry) is the original developer of the ALARM CENTER® software series, which is used to automate dispatching functions for central stations and proprietary dispatching centers. Since the inception of the ALARM CENTER®, SIS has worked in conjunction with its customers, the industry experts, to develop an intuitive and comprehensive system, and design it with ease of use in mind. This collaborative effort has simply resulted in the development of the proverbial, "better mouse trap" for the security industry and has become the worldwide standard in dispatching software. The ALARM CENTER® is being continually improved as new technologies arise in the industry. The System is currently developed for operation under the Windows® platform utilizing a SQL data structure and many complimentary modules are available to reduce workload and enhance operational efficiency.

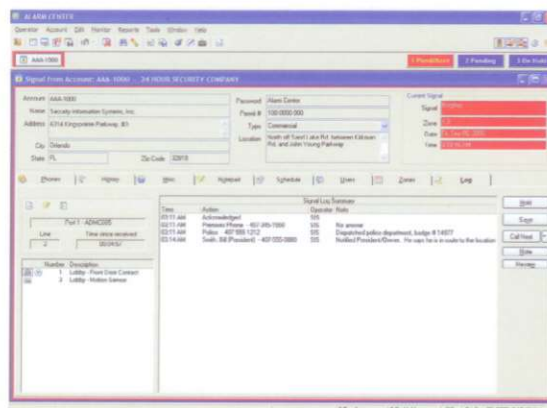
Markets Served:

The ALARM CENTER® system is used in more countries than any other automated dispatching system in the world! Currently, over 100 countries are experiencing the benefits of ALARM CENTER® automation. The ALARM CENTER® can be purchased directly from SIS or from various distributors around the globe.

Customer/Technical Support:

SIS staff remains dedicated to assisting the customer not only during the pre-sales effort, but more importantly, after the sale as well. We fully understand the importance of our customer's business—dealing with life threatening situations in a 24/7 environment—and SIS supports their customers by utilizing all methods and technologies available. Available support includes on-site installa-

tions/training, web-based installation/training/support, e-mail and direct dial telephone. SIS also offers 24/7 emergency support plans. In an era of voice mail and forever hold times for support, SIS is proud to boast average hold time for a technician is less than a minute.



Vendor Products:

- **Dispatching Modules**
 - Monitoring/Dispatch*—Automation software for emergency response dispatching
 - Dealer Access*—Remote access for maintenance of 3rd party monitoring
 - Video Integration*—Access streaming and still video for alarm verification
 - Web Access*—Web-based accessing software to view/print subscriber history
 - Print Catcher*—Reduce maintenance and expenses by eliminating all event printers in the central station
 - Mapping*—Geographical street maps used as an aid during dispatching
- **Management Modules**
 - Accounting Interface*—Interface to several mainstream accounting systems
 - Service Manager*—Automates the service and maintenance of equipment repairs
 - Telephone Access*—Field service personnel can access accounts through touch tones
 - Web Phone Access*—Field service personnel can access account signal history via cell phone



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