



▀ THE ART OF EXCEEDING EXPECTATIONS

Central Station Monitoring Services

With companies facing increasing cost pressures and the need to minimize manpower, we can help increase your efficiency while mitigating your losses.

We continue to enhance our capabilities to better support your security needs—including a broad range of central station monitoring services designed to fortify your security teams.



ALARM MONITORING



BEST-IN-CLASS CUSTOMER SERVICE



REMOTE VIDEO SERVICES



CUSTOM MONITORING DESIGN APPLICATIONS



ACCESS CONTROL INTEGRATION

Alarm monitoring plus best-in-class customer service

We own UL Certified monitoring and customer support centers across North America. Our National Account Operations Center and monitoring facility is in Irving, TX, with disaster recovery monitoring provided by our center in Wichita, KS. Automated signal load balancing and backup architecture helps to ensure that your critical intrusion, fire and life safety alarms receive our fastest possible response despite weather or other emergencies. Our monitoring centers hold the following certifications:



UL Certified



FM Approved



New York City Fire
Monitoring Rated



TMA Certified Five Diamond
Central Station



EXPERIENCED ASSOCIATES ANSWER THE PHONE

We are also one of the only security service providers that does not use “phone trees” to answer incoming calls. All calls to our monitoring and customer service centers are answered by an associate who is trained to assist you.



AUTOMATED SECURE ALARM PROTOCOL

In jurisdictions that have adopted ASAP, we can enact the protocol for faster, more accurate, and two-way communications with dispatching agencies for better response time by authorities.

WE HOLD THE CERTIFICATIONS TO DESIGN, IMPLEMENT, COMMISSION AND MONITOR SECURITY-ONLY IT NETWORKS

We own two Network Operations Centers (NOC) as part of our Integrated Solutions Division. Our engineers hold the following certifications: Cisco Premier Partner, Cisco Cloud and Managed Services Express, Palo Alto MSSP Silver, Fortinet Platinum MSSP and Sonicwall Platinum MSSP. Our team also holds the Cisco Cloud and Managed Services Express Partner Certification, making us one of the only security systems integrators to hold this designation.

The NOC team can help design, implement and manage your security network infrastructure. They will then monitor your alarm traffic and the critical events that communicate over it.



THE ART OF EXCEEDING EXPECTATIONS

Remote video services to meet your changing needs

Video Verification is becoming more and more necessary to help ensure a fast police response time. Our central station operators can view on-site activity associated with the receipt of an incoming intrusion alarm signal. This allows us to provide your contact with more information about activity at the location to help avoid an unnecessary police dispatch. In case of an actual intrusion attempt, we can provide descriptions of and location of any perpetrators to the authorities.

Video Assistance increases site security and helps protect employees—making your business a safer place for customers and employees alike. Our central station operators use interactive remote video to provide your employees with immediate access to professional security assistance.

Video Escorts can provide added peace of mind to employees as they arrive and leave your property. To use this service, employees simply call a dedicated phone number from the safety of their vehicle or your facility. A remote video connection is then established by a central station operator, and we watch employees to ensure they remain safe as they enter or leave your facility.

Video Guard Tours help enhance site security without increasing your on-site physical guard costs. We can perform remote video guard tours at the times and intervals you select, looking for any suspicious activity or unusual conditions, as per your specific instructions.

SYSTEM TAKEOVER

We can monitor traditional alarm panel signals, temperatures in refrigeration units, alarms triggered by state-of-the-art video, analytics and more.





Custom monitoring design applications

Advanced Video Analytics can distinguish between a human or vehicle versus other types of activities and signal our central station operators when violations occur, helping to eliminate false alarm activity and ensuring appropriate response.

Monitoring of Access Control System Events such as "tailgating," door-forced-open and attempted use of expired or revoked credentials ensures that only one person can enter a room/facility with each card swipe. By combining your access control and intrusion system, our central station can monitor access to secure rooms. If a tailgate event is detected, our operator will notify the appropriate personnel as well as provide an audit trail of individuals accessing the premises.

Temperature Monitoring of refrigeration units can ensure that they remain within acceptable tolerance levels. If we receive an alarm indicating that temperature is out of tolerance, we can contact an appropriate person on your call list. This is critical for operations storing food, pharmaceuticals or temperature-sensitive biologicals that could present an inventory loss or safety hazard if not remedied quickly.

Managed or Hosted Access Control can help your organization lower costs because no dedicated computers, databases, IT support, backup or special software are required. Our central station can remotely manage all access card activities, including issuing, credentialing and access rights, as well as maintain system software and remote programming and troubleshooting.

Commitment of Proven Leaders

We are committed to using the strength of our brick and mortar local office footprint, operations centers, technological capabilities and experienced staff to earn your trust.

We recognize that our success is incumbent upon providing solutions that help protect and enhance your business—with outstanding customer service at every touchpoint.

Commercial Market Strength

Our National Account strength has been built in part through the acquisition of solid local integrators that bring extended technological skill sets, including new risk management services and a 24/7/365 technical help desk to support advanced solutions, along with brilliant entrepreneurial thinking to our team.

We have a unique story in that all of the leaders of these strategic acquisitions have combined into our National Account organization and have chosen to stay with our company. Their leadership continues to provide insightful guidance to our technological, operational and strategic decision-making.

Customer Service Focused

Our organization is driven by the customer-focused practices that have achieved numerous industry accolades—recognizing ADT as a service delivery leader.

✔ **SAME-DAY/NEXT-DAY SERVICE**

✔ **CALLS ANSWERED BY A LIVE ATTENDANT IN 60 SECONDS OR LESS**

✔ **DEDICATED NATIONAL ACCOUNTS OPERATIONS CENTER**

✔ **EXPERT DESIGN & OPERATIONAL TEAMS TO MEET A RANGE OF NEEDS**

As a National Account client, you will continue to enjoy the service excellence you have come to expect—along with added benefits, including an expanded North American office footprint. Added breadth and depth of technical capabilities will help keep your organization secure, with a focus on strategy as business threats and technology evolve.



COVERAGE ACROSS NORTH AMERICA

ADT is unique within the industry as a single-source provider offering both physical and cybersecurity. We own 12 state-of-the-art monitoring centers located across North America—including Network Operations Centers designed to meet your organization’s highly specialized enterprise-level security, IT and cybersecurity requirements.



ADVANCED SECURITY OPERATIONS CENTER

Mesa, AZ

NATIONAL ACCOUNT OPERATIONS CENTERS

Irving, TX
Mississauga, ON

NETWORK OPERATIONS CENTERS

Newark, DE
Greensboro, NC

Let's Start a Conversation

GIVE US A SITE OR A PROJECT AND LET US EXCEED YOUR EXPECTATIONS

We make it easy to switch providers, and our onboarding process is predictable, dependable and painless. You will be assigned a dedicated team to help with recommending and implementing the solutions that fit your needs—ensuring a seamless transition.



ENTERPRISE-LEVEL SECURITY

Our support footprint of enterprise-level video and access control platforms has expanded to include most major brands and offer risk management consulting services.



NATIONAL ACCOUNT OPERATIONS CENTER

The ADT National Account Operations Center is dedicated to deployment and service on our National Account clients.



CYBERSECURITY

The ADT Cybersecurity Advanced Security Operations Center is staffed by highly experienced analysts focused on actionable managed detection and response.



SSI
Integrated Installation
(Multi-Site) 2018



SSI
Installer of the Year
2018



SDM
Dealer of the Year
2017



TMA
Five Diamond
Certification



A+ BBB Rating
Accredited
Business



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