



▀ THE ART OF EXCEEDING EXPECTATIONS

# Integrated Solutions Division

We help you achieve maximum efficiencies by integrating advanced technologies and customizing solutions to fit your unique needs.

We continue to enhance our capabilities to better support your security needs—including custom enterprise-level security platforms and remote managed services to create additional reliability and cost savings.



**SEAMLESSLY INTEGRATE IT AND SECURITY**



**ENSURE STANDARDIZATION ON A NATIONAL BASIS**



**REDUCE DEPLOYMENT RISKS**



**INCREASE PRODUCTIVITY AND ENHANCE YOUR SECURITY**



## Network Operations Centers

At our two Network Operations Centers (NOC), the staff of Cisco Certified and Meraki Certified team members provide design services and remote software support of enterprise access control, IP video servers and more.

The NOC focuses on providing real-time monitoring of IT-sensitive systems, including up/down status and network performance. Our NOCs also hold the following designations: Palo Alto MSSP Silver, Fortinet Platinum MSSP and Sonicwall Platinum MSSP.



### THE INTEGRATED SOLUTIONS DIVISION PROVIDES

- Intrusion and fire alarm
- Video and access control
- Managed broadband and MPLS
- Network security
- Information technology systems and networking
- Wireless network security
- Design and deployment services
- Data storage systems
- Unified communications
- Security consulting and design
- Structured cabling
- Cloud backup and disaster recovery



### WHEN IT ALL WORKS TOGETHER IT ALL WORKS BETTER

Our Integrated Solutions Division offers custom enterprise-level security platforms and remote managed services to leverage your IT infrastructure, creating additional reliability and cost savings. We'll show you how to consolidate your vendors, help reduce total cost of ownership, increase productivity and enhance your security.



In addition, we have the skill set to serve complex security needs such as those of Department of Defense (DOD) related clients, energy markets, the pharmaceutical industry and higher education.



## We ensure standardization while helping to reduce deployment risks—on a national basis

- Enterprise deployment
- Design-build engineering
- Centralized procurement
- System kitting and programming
- Program and project management
- Tier 2 and 3 support 24/7
- National on-site service provided by our technicians

### **WE OFFER IT SOLUTIONS AS A CORE COMPETENCY**

Our Integrated Solutions certifications consist of Cisco Certified Network Associates, Microsoft Certified Systems Engineers and technological certifications, including multiple security platforms with the following designations: Cisco Premier Partner, Cisco Cloud and Managed Services Express, Palo Alto MSSP Silver, Fortinet Platinum MSSP and Sonicwall Platinum MSSP.

Our Cisco Authorized Technology Partner Certification underscores our expertise in advanced and emerging technology. We are one of the few Cisco CMSP partners in the security industry.

- Data center unified computing system
- Unified communications
- Unified contact center
- Route/switch/wireless and network security
- Physical access control

# THE ART OF EXCEEDING EXPECTATIONS

## Integrated Systems

### **NETWORKING AND MANAGED SERVICES**

Our certified staff is qualified to provide information technology solutions that are tailored specifically to your needs.

### **INTEGRATED SECURITY SYSTEMS**

We provide visitor management and access control systems, intercom systems, alarm management, intrusion protection, perimeter security, video surveillance, managed video services, fire alarms and more.

### **UNIFIED COMMUNICATIONS**

We help you unify all of your voice, video, data and mobile applications for meaningful and cost-effective communications.

### **AUDITING AND EVALUATIONS**

We provide a variety of services ranging from risk and vulnerability assessments to full-scale project design packages.



*The NOCs focus on providing real-time monitoring of IT-sensitive systems, including up/down status and network performance metrics.*

## 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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