



ADT[®] Commercial

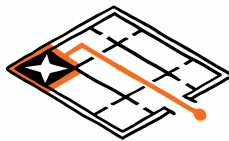
Security, fire and life safety

RESTAURANT SOLUTIONS

Explore a fresh approach to security, fire and life safety.



What worked five years ago may no longer be the best solution for you. Technology has changed dramatically and now presents a number of ways to increase operational efficiencies while helping to enhance the safety and security of your operation.



Powered by Experience. Driven by Excellence.™

ADT has been serving businesses for more than 145 years. After splitting from its parent company in 2012, ADT emerged as a separate company initially focused on home and small business security. Since then, ADT merged with Protection 1, building upon its commercial capabilities and customer focused approach with over 15 strategic acquisitions. ADT Commercial was formed to focus on the disciplines required to help meet the complex needs of our restaurant clientele, and our National Account team will ensure consistent delivery to your custom specifications across your footprint.



Expertise in delivering customer service excellence and servicing multisite National Accounts.



Offering risk management consultancy and expertise servicing Fortune 1000 and global enterprises.



Providing leadership in fire, life safety and integrated security solutions.

We can help you mitigate risk, reduce losses and add value.

As a restaurant operator, you deal with an array of unique risks from employee well-being to robbery, fire, theft and environmental dangers. Each day you're faced with a long list of operational issues that can easily escalate into costly incidents—including some that could even destroy your brand image and severely impact your bottom line.



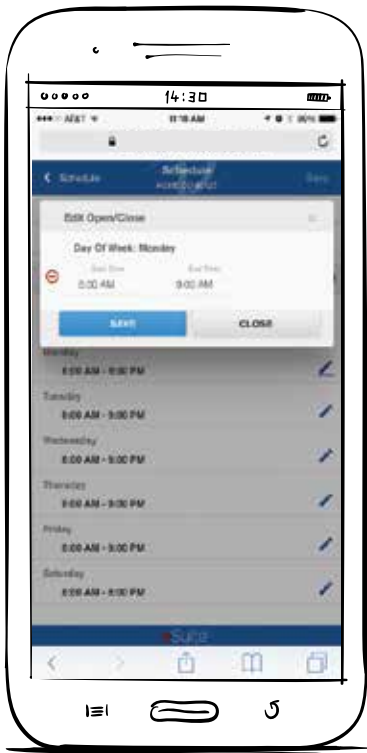
Security | Fire solutions | Managed services

- Cloud-hosted video storage
- Consolidated analytics and reporting for both fire and security
- Critical condition monitoring including temperature, carbon monoxide, flooding, tampering and supervisory devices
- Electronic access control system installation and maintenance, along with hosted and managed systems
- Emergency telephone systems, intercom systems
- Fire alarm system installation, maintenance and monitoring
- Fire suppression services including hood systems, fire extinguishers and special hazards (in select markets)
- Fire sprinkler systems (in select markets)
- Hosted and managed services including cloud-based solutions that eliminate the need for costly computer hardware and running systems at the site
- Integrated systems capabilities, including enterprise-level security and fire systems, network provisioning and management, project engineering and management, and as-built documentation
- Inspection services for fire alarms, fire sprinklers and security systems
- Intrusion alarm system installation, maintenance and monitoring
- Maintenance plan options for repairs and scheduled preventative maintenance services
- Network Operations Centers capabilities to monitor critical IT-sensitive applications in real time
- Risk management consulting services
- Security-only networks
- Video surveillance system installation, maintenance and remote video services

eSuiteSM puts your data to work for you.

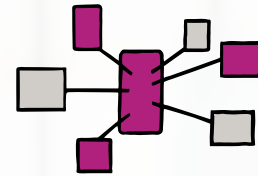
This next-generation account management tool is highly intuitive to help multi-location restaurants monitor and manage their fire and security systems.

The mobile interface adds an incredible amount of flexibility, allowing your team to utilize key features of eSuite on their mobile devices.



eSuite mobile for the way you work today

- Create temporary location schedules
- View and edit location contacts
- Place intrusion alarm panels on or off test



Activity Dashboards

Activity dashboards let you quickly view critical location activity in a summary activity map or as a trending graph. You can easily define a specific time period and then drill down using individual activity maps and graphs.



Our central station monitoring services help to fortify your security teams.

We have dedicated commercial and National Account monitoring centers—redundant and listed by Underwriters Laboratories—across the U.S. We also have an ADT National Account Operations Center and two Network Operations Centers. 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.

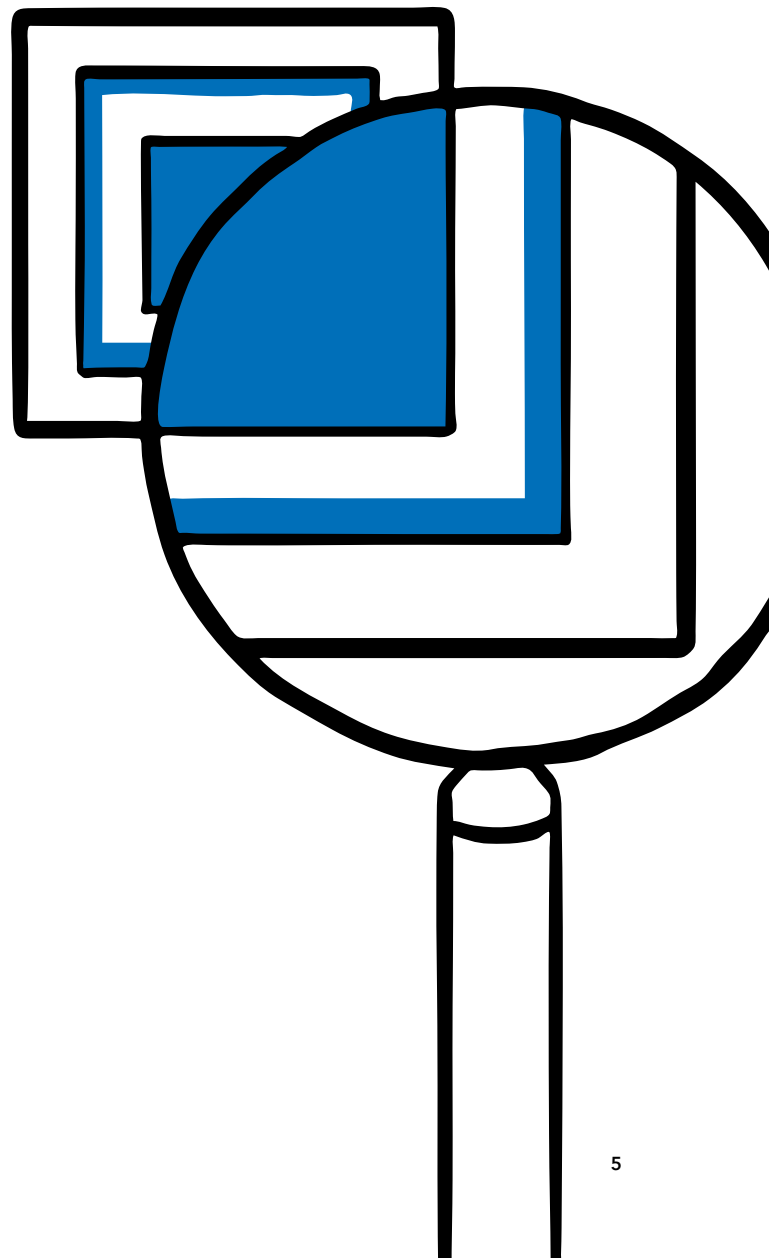
Our monitoring centers hold the following certifications:

- UL Certified
- FM Approved
- New York City Fire Monitoring Rated
- TMA Certified Five Diamond Central Station
- ASAP (Automated Secure Alarm Protocol)

All calls to our monitoring and customer service centers are answered by an associate who is trained to assist you. 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.

Additional capabilities include remote video services and custom applications:

- Advanced video analytics
- Critical condition monitoring
- Managed or hosted access control
- Monitoring of access control system events
- Video assistance
- Video escorts
- Video guard tours
- Video verification



We provide IT as a core competency with our integrated solutions.

We hold the certifications to install, implement, commission, manage and monitor security-only IT networks. We operate two Network Operations Centers (NOC) as part of our enterprise solutions—with a team of Cisco Certified, Meraki Certified and Sonicwall Certified professionals. 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 install, implement and manage your security network infrastructure. They will then monitor your alarm traffic and the critical events that communicate over it.



Network and managed services

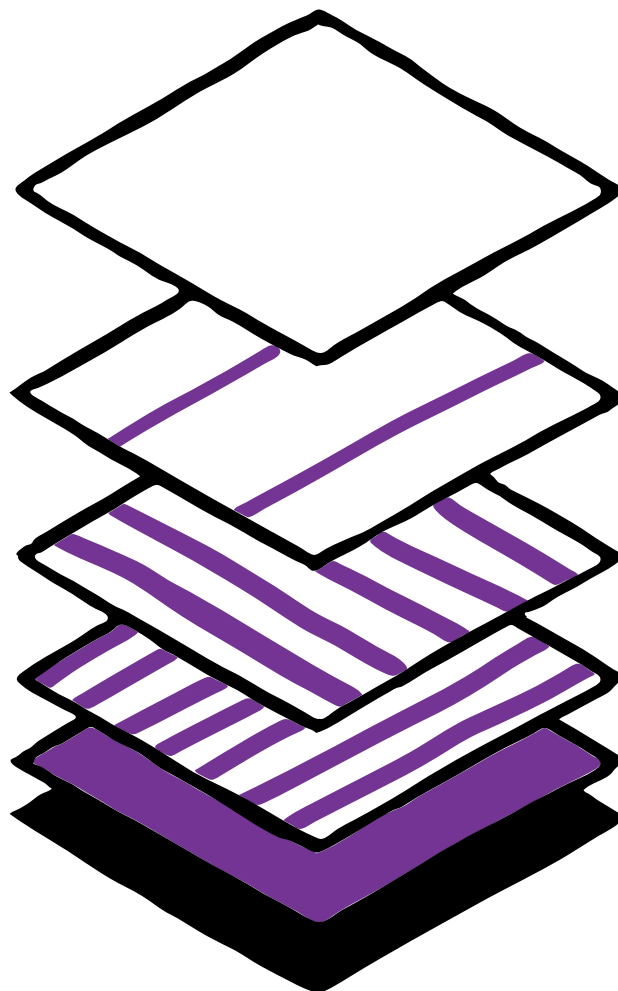
Our certified staff is qualified to provide information technology solutions that are tailored specifically to your needs.

Integrated security systems

Our enterprise solutions team can build network-based solutions for your organization, complete with the project management and technical resources you require to help with successful project implementation and ongoing support.

Auditing and evaluations

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





We share your passion for customer service excellence.

We relentlessly focus on the customer experience—delivering what our restaurant customers want, when they want it—and keeping our promises.



We offer customers the best of both worlds—a strong national company with local offices providing a quality service experience.



We created a National Account program that makes it easy for you to do business with us by offering a single point of contact and dedicated teams to proactively manage your program.



We provide monitoring and advanced network services through our own National Account Operations Center and two Network Operations Centers.



We strive to answer calls within a few rings—with no automated phone systems. Same-day service is our goal, not an upcharge. We have thousands of in-house technicians to help us deliver this exceptional service response.



We prepare a quarterly *1 Report* for premier National Accounts that summarizes your activity and identifies trends so we can implement security program course corrections for continuous, measured improvement.



Our enterprise-level solutions include Lenel OnGuard, Honeywell Pro-Watch, Software House, AMAG Technology, Genetec, Avigilon and Milestone. In select markets, we also offer Edwards, Notifier and Gamewell FCI.



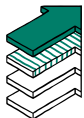
We dispatch technical personnel certified to service the systems at your sites, and they show up on time with the right equipment. We also email you an expected service time arrival and technician picture, so you know who to expect, and when.



We collect the customer satisfaction score of every National Account installation and service call and compensate local operations teams, in part, based upon these scores.

Our commitment to customers

These guiding principles are the foundation of ADT Commercial. They drive our success as we strive to deliver customer service excellence at every point of interaction.



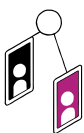
Customers are Our True North

We know that our reputation is based on how we serve our customers.



Our People are the Difference

We strive to be the best technically-trained team in the business.



Dedicated to Commercial

We are 100% focused on our commercial customers.



One Ideal Partner

We are the premier holistic solutions partner—a full-service national company with nimble local delivery teams.

Let's start a conversation.

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.



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ADT Commercial

Powered by Experience. Driven by Excellence.™



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