

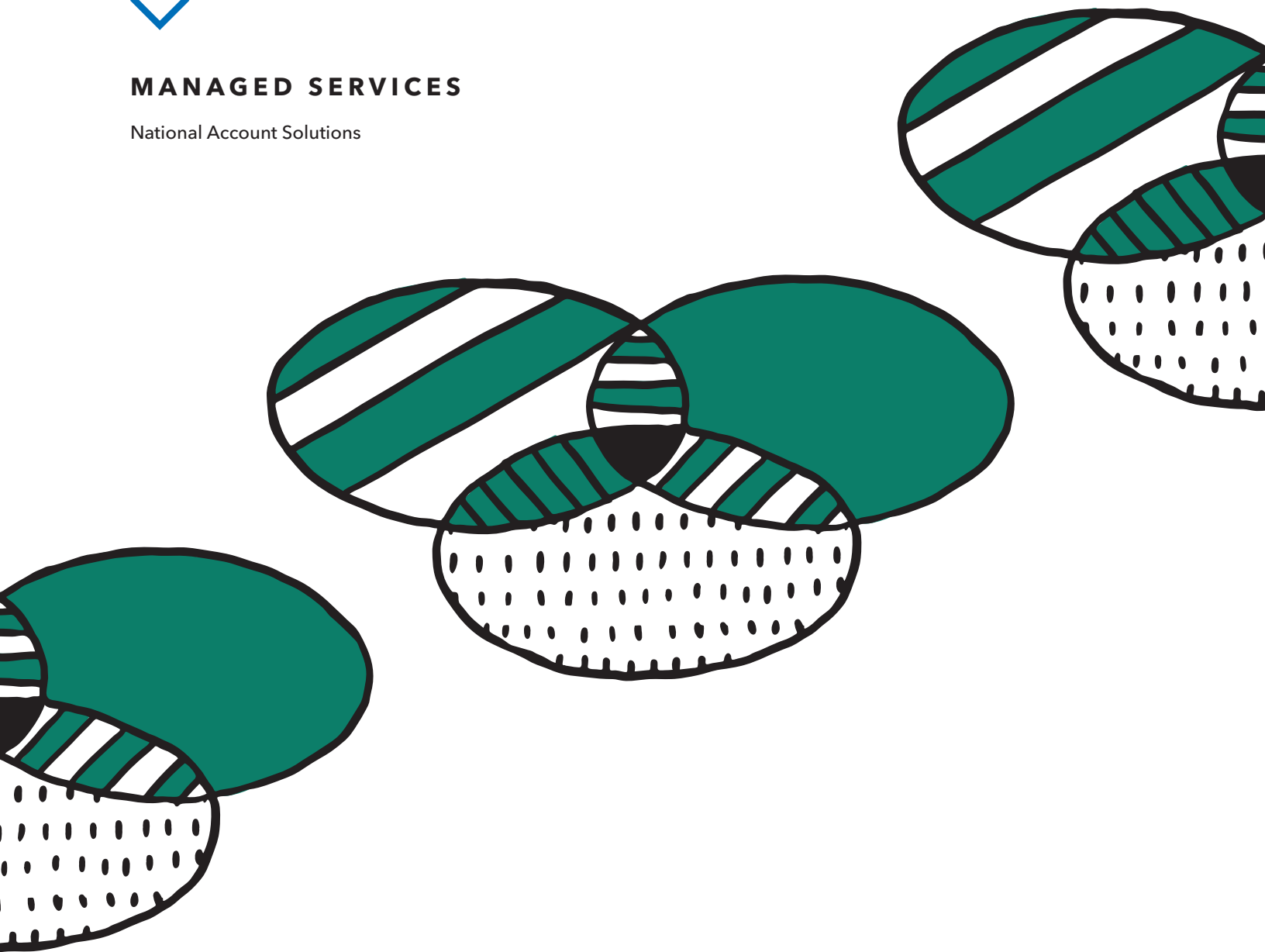


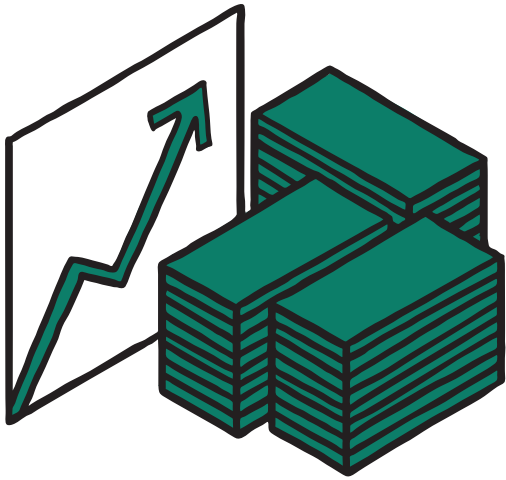
Reduce your costs, improve business processes and mitigate risks.



MANAGED SERVICES

National Account Solutions





Our team helps optimize your security programs.

Take the hassle out of monitoring, maintaining, and managing your vital security equipment, and know that you're working with a qualified team that emphasizes customer service above all else.

We continue to enhance our capabilities to better support your security needs—including managed and monitored services with interactive remote video and custom-designed monitoring applications.



Reduce costs associated with travel expenses



Improve business processes



Mitigate network security risks



Enhance your physical security



We provide a wide range of network managed services.

We operate two Network Operations Centers as part of our enterprise solutions. From our Network Operations Centers (NOC) we can implement, install, commission, manage and monitor a separate IT network for your security applications.

We can also work with your IT resources to determine if partitioning your existing network to segment your critical business data from other functions is a better option for your operations. In addition, our team can help manage broadband connections and bandwidth.

Having a managed and monitored IT infrastructure helps allow for:

- Remote health checks of IP-enabled devices on the network such as cameras, DVRs and NVRs, hard drives, sensors, card readers and intercoms
- Email and voice notification of potential problems or data breach attempts
- A data protection and disaster recovery program in place
- Remote repair or technician dispatch (if authorized) if a problem is discovered, such as a camera dropping off the network or unusual hard drive usage or failure
- Monitoring point-to-point tunnel, local site connectivity and network up/down status
- Monthly health summary reports, annual tests, preventive maintenance, audits and compliance tracking
- Up-to-date firewall and anti-virus software, since we will monitor for new releases/latest patches and automatically install remotely
- Monitoring for cybersecurity threats including email breaches
- 24/7/365 visibility into your network



Our Network Operations Centers include Cisco and Meraki Certified professionals.

Our employees hold certifications in Cisco/Meraki Cloud and Managed Services Express, providing them with advanced knowledge in implementing an integrated security solution for your business.



Our services include remote video, alarm and custom-designed solutions.

We have dedicated commercial and National Account monitoring centers—redundant and listed by Underwriters Laboratories—across the U.S. and Canada. We provide monitoring and advanced network services through our own National Account Operations Center, an Advanced Security Operations Center and two Network Operations Centers.

From these centers we offer the following interactive remote video services and custom-designed monitoring applications that include:

Video alarm verification

Helps reduce false alarm fees, unnecessary police dispatch and provides more information on actual crimes in progress

Video assistance

Helps provide a more safe and secure environment for your employees and customers through a remote video look-in capability and two-way audio

Video escorts

For employees who may have to open or close the business alone

Video guard tours

Helps reduce manned guard expenses with remote video tours of your premises

Advanced video analytics

Helps distinguish between humans or other activities to ensure proper responses

Managed or hosted access control

Helps deliver lower costs to organizations because no dedicated computers, databases, backup or special software is needed to secure the facilities

Monitoring of access control system events

Helps detect activities such as “tailgating,” expired credentials or door-forced-open situations


Critical condition monitoring


Includes temperature, carbon monoxide, flooding, tampering and supervisory devices





We can help you realize the many benefits of managed services.

Managed services can help deliver greater peace of mind in knowing that your security systems and components will operate as expected, are continually monitored, software is updated and bandwidth is managed. They help provide prioritized, intelligent responses to events and offer a flexible, efficient extension of your resources.

 **More cost-effective solutions that help enhance traditional security measures**

 **Access to video for LP/security teams for remote investigations**

 **Physical separate networks help to protect critical data**

 **Potentially lower maintenance costs**





ADT Commercial



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 10 strategic acquisitions. ADT Commercial is founded on decades of experience serving commercial and National Account clients.

We've grown our commercial technical competency to serve customers in a unique way—with the scale and expertise to help meet your needs throughout the U.S. and Canada. Our leadership has a single-minded focus on our commercial customers—having spent the majority of their careers in the security, fire and life safety industries. ADT Commercial was formed to focus on the disciplines required to help meet the complex needs of our commercial clientele. Our National Account team will help ensure consistent delivery to your custom specifications across your footprint.

Protection1

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

asg

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

 **RED HAWK**

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



Our employees and their motivation set us apart. We relentlessly focus on the customer experience—delivering what our customers want, when they want it—and keeping our promises.

We are committed to customer service excellence.



We provide customers with the best of both worlds—a U.S. and Canadian company with local offices providing a quality service experience.



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 what to expect, and when.



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 have dedicated commercial and National Account monitoring centers—redundant and listed by Underwriters Laboratories. We provide monitoring and advanced network services through our own National Account Operations Center and two Network Operations Centers.



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.



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.



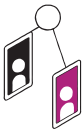
Customers are Our True North

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 Security

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.



833.238.5224

adt.com/commercial

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