



Henrik Egsgaard, general manager, Den Jyske Kontrolcentral:

"interVIEW is the future-proof IT platform for any monitoring centre."

"The alarm and monitoring industry is in the middle of a technological revolution where monitoring systems are becoming more intelligent as they turn digital instead of analogue. This is a development that not only turns control centre tasks upside down, but also the services they offer their customers.

We experience the same.

But our monitoring system is based on interVIEW from Innovative Business Software.

And the platform is so flexible and future-proof that I'm completely confident that we'll cope with this revolution without running into any major problems."

So says Henrik Egsgaard, general manager of Den Jyske Kontrolcentral (DJK), one of Denmark's biggest monitoring centres with more than 27,000 customers and a multitude of alarm and monitoring services for companies and private individuals. Hence, not only tens of thousands of fire and burglar alarms and elevators are monitored, but also the temperature in stables, groundwater pumps for the Copenhagen metro constructions, platforms for the Copenhagen S-trains, emergency call systems for older people and people with disabilities and - via satellite and GPS - expensive luxury cars with built-in chips.

And this versatility is an essential element in the company strategy, Henrik Egsgaard says:

"Our motto is that we can monitor anything that can be monitored. We don't say no to any job. The customers get what they want, even though nobody has tried it before. However, that takes an extremely flexible and versatile alarm handling system which is easy to tailor to individual customer wishes. And that's why we're using interVIEW from Innovative Business Software. We've been using the system for just over three years now, and we haven't been faced with a task it couldn't handle."

DEN JYSKE KONTROLCENTRAL A/S



Since 1970, Den Jyske Kontrolcentral A/S has been helping companies and private individuals all over Denmark with monitoring in every conceivable form from its monitoring centre in the Esbjerg suburb of Sædding. Den Jyske Kontrolcentral, which is family-owned, employs a staff of just over 50 and its more than 27,000 customers make it one of Denmark's biggest and technologically most advanced monitoring centres.

[www.djk.dk](http://www.djk.dk)

## Faster and more efficient

The interVIEW solution thus receives the millions of signals that - 24 hours a day, 365 days a year - are sent to DJK from the hundreds of thousands of customer alarm and monitoring units. The signals are interpreted, sorted and saved, and if a signal requires a call to be made to the police or the fire department, a message containing all relevant information is automatically sent to the system screens so that the operators can take action. And that produces many gains in our daily work, Henrik Egsgaard says:

"Anything that can be automated has been automated, and this means, for instance, that the response time in case of fire or burglary is now shorter than ever before. We've also become more efficient and are able to take on more tasks, and on top of that our health and safety at work has improved."

"Another of interVIEW's strengths is its easy customisation, which means that we can lay down individual rules of monitoring so that the individual customers get the monitoring solution they want. This flexibility is an essential condition for our living up to our motto of being able to do everything."

"Everything considered, we're very satisfied with the system. It solves all the tasks that we undertake, including many tasks that the system was not directly designed for. And we're quite satisfied with Innovative Business Software as our provider. After all, they've specialised in this area - that's evident. They have their fingers on the technological pulse, appreciate our problems and are good at coming up with reasonable proposals for how to solve them. They're sympathetic and have their feet on the ground. And then their 24-hour hotline runs perfectly."

The reason why DJK in 2000 acquired the new interVIEW solution was that their existing system - also from IBS - was DOS-based and thus technologically obsolete. In that connection, they also gave three other foreign products a thorough going-over. But they clearly chose interVIEW and Innovative Business Software, Henrik Egsgaard recalls:

"We were very satisfied with Innovative Business Software during all the years when we used their old product. And we had a strong feeling that a local Danish provider would offer better service and be more sympathetic to our wishes. Moreover, it was by far the cheapest solution. So we decided on interVIEW and that has allowed us to live up to our company brochure, which says that the possibilities of monitoring are only limited by imagination - and not by our or the interVIEW system's ability to solve the task."



The solution has been running since 1 March 2000 on a server platform with redundancy, i.e. a backup system, and with frequent backup of all data. The system uptime is in reality 100% as the only downtime is planned, and the backup system takes over operations

Examples of monitoring tasks undertaken by Den Jyske Kontrolcentral:

Monitoring of temperature, humidity, etc. in buildings.

Monitoring of machines essential to operations, e.g. pumps, computers and power supply.

Alarm monitoring in terms of fire, burglary, elevator failure, etc.

Safety alarms for older people and people with disabilities.

GPS monitoring to find cars with built-in SIM cards.

Panic alarms in banks, etc.

Video monitoring