



## ALARM HANDLING & INCIDENT MANAGEMENT

- Receive and handle any kind of alarm such as fire alarms, intrusion alarms, panic alarms, elevator alarms, technical alarms etc. in the same interface
- Automatically dispatch the most suitable personnel on any alarm/incident at any time based on parameters such as physical distance, current workshift type and much more
- **plus** automatic alarm handling, auto SMS, email module, analogue and digital emergency calls, IP signals, mobile devices integration, multiple simultaneous alarm queues

## TASK & RESOURCE MANAGEMENT

- Create and schedule any kind of task for automatic activation and assignment
- Automatically assign tasks to personnel based on various parameters, such as current workshift, time since last task, physical distance to task and time left on workshift
- Create, schedule and assign routes to personnel such as patrols and perimeter inspection
- App for Android™: receive tasks, create tasks, add and upload images, scan ID-cards ...
- **plus** random task start, forewarning, regroup personnel on-the-fly

## MAP

- Track location and status of personnel and incidents in real time - even on different floors
- Dispatch personnel on any task or incident directly from the map
- Enrich map with detailed images (e.g. drone photos) or embedded files (e.g. PDFs)
- **plus** fleet management, custom map layers, bases and areas, geofences, heatmaps, hosted map services

## VIDEO & FLOORPLANS

- Receive video alarms from disparate Video Management Systems (vendor-independent)
- Automatically activate cameras in case of alarms
- Manually activate cameras on interactive floorplans
- **plus** integrated video platform, live and recorded video, view location of cameras and detectors

## POST-PROCESSING

- Detailed log registers all events for later retrieval
- Automatically generate and send reports via e-mail
- **plus** scheduled reports, report templates, statistics, invoicing

## INTEGRATION & INTERFACES

- **Cisco® Mobility Services Engine (MSE) Wi-Fi** (indoor positioning)
- **VHF/PMR-based communication systems** (two-way call requests)
- **Public authorities** (e.g. 112/PSAP, law enforcement or public emergency management agencies)
- **CRM-systems** (site/customer administration)
- **Import** custom data as XLS/XML-files (personnel workshifts, ID-cards etc.)