



▀ THE ART OF EXCEEDING EXPECTATIONS

Managed Services

We help enhance your physical and cybersecurity efforts with interactive remote video and custom-designed monitoring applications.

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

Network Managed Services

We own two Network Operations Centers (NOC) as part of our Integrated Solutions Division. From the NOC we can design, 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.

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 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



ENGINEERS AT THE NOCS ARE CISCO AND MERAKI CERTIFIED PROFESSIONALS

Our employees hold certifications in both Cisco and Meraki, providing them with advanced knowledge in designing and implementing an integrated security solution for your business. They also hold the following designations:





Remote video, alarm and custom-designed solutions

We have UL Certified monitoring and customer support centers across North America. Our National Account Operations Center and monitoring facility is in Irving, TX, with disaster recovery monitoring provided by our center in Wichita, KS.

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

Temperature Monitoring helps ensure that refrigeration units remain within tolerable and acceptable range.

Monitoring of Access Control System Events helps detect activities such as "tailgating," expired credentials or door-forced-open situations.



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 provide prioritized, intelligent responses to events and offer a flexible, efficient extension of your resources.

Managed services also help reduce costs associated with travel expenses, improve business processes and help to mitigate network security risks.

- More cost effective solutions that help enhance traditional security measures
- Physical separate networks help to protect critical data
- Access to video for LP/security teams for remote investigations
- Potentially lower maintenance costs



MANAGED SERVICES CAN HELP DELIVER GREATER PEACE OF MIND KNOWING THAT YOUR SECURITY SYSTEMS AND COMPONENTS CAN OPERATE AS EXPECTED

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**

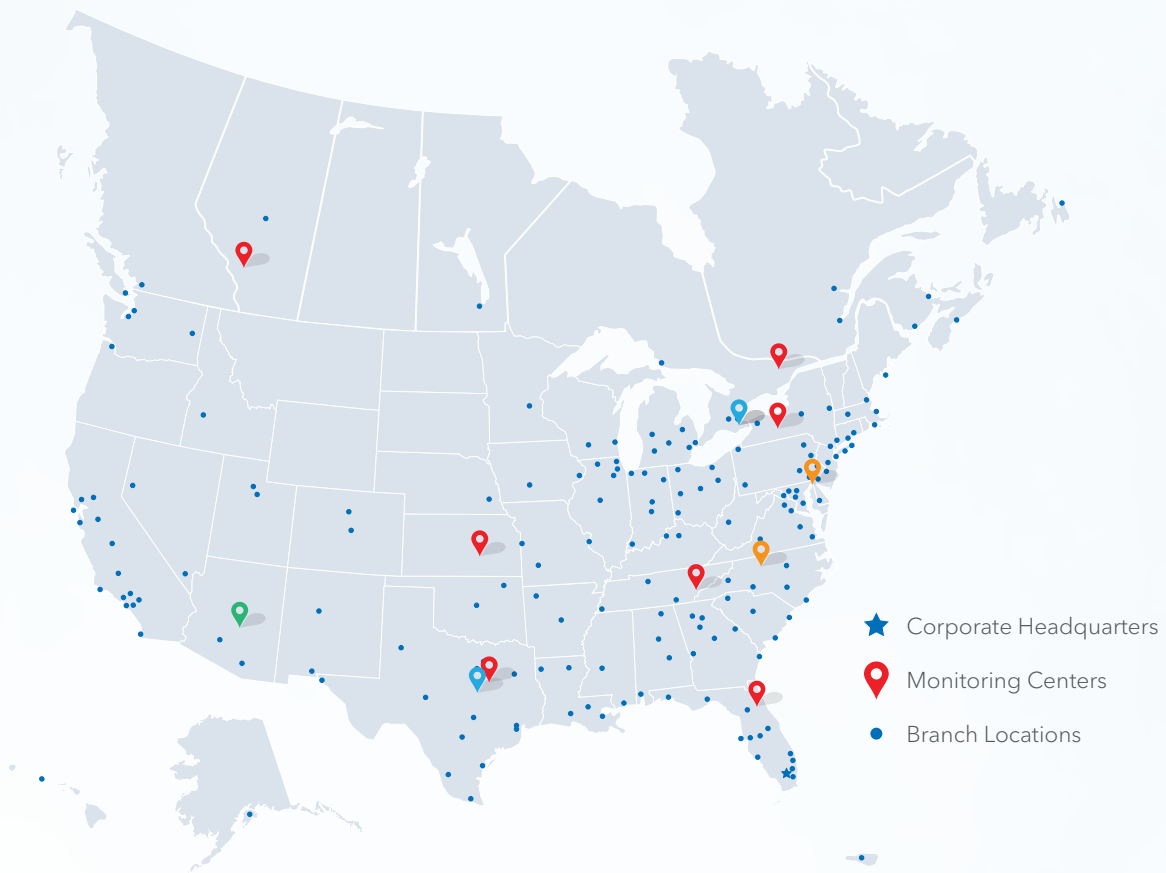
✓ **EXPERT DESIGN & OPERATIONAL TEAMS TO MEET A RANGE OF NEEDS**

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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