

Business Modules

Monitoring Centres (RVRCs and ARCs)

Monitoring Centres (RVRCs/ARCs)

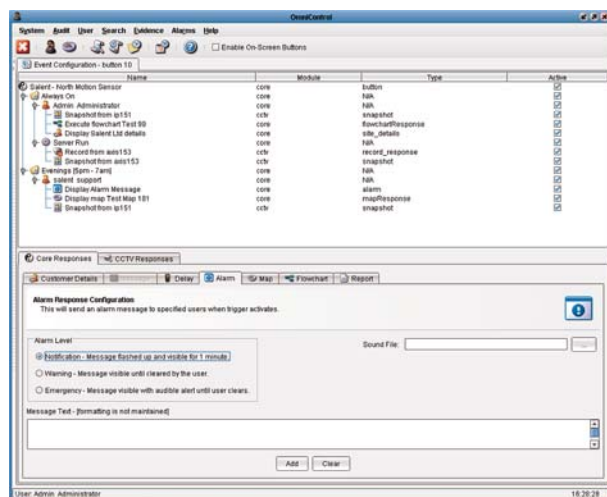
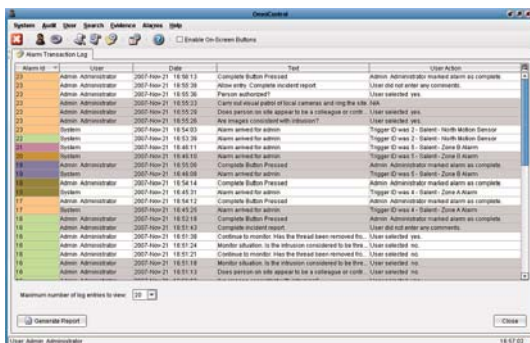
Alarm Receiving Centres and Remote Video Response Centres have undergone a transformation in recent years. The emergence of fast Internet connections allows effective monitoring of not just traditional alarms but video as well. These changes are destined to continue as the telecom operators roll out the next generation of communication networks.

RVRCs and ARCs now monitor many different types of site, making effective, 24 hour monitoring a reality, even for the smallest security installation. Omnis makes it easy to comply with the various Standards and Police Guidelines and also ensures Monitoring Centres have the flexibility to grow into new markets (loan worker, car tracking etc.).

All this requires a flexible, robust and powerful software platform. Salent's Omnis Software provides such a platform and offers many benefits and features for the Monitoring Centre:-

Ease of Use

- Operators can quickly set up the responses to alarms and events.
- An unlimited number of responses can be defined and run automatically by the server or by any operator.
- Any alarm and individual responses can be easily enabled or disabled.
- Schedule when responses to alarms are active.
- Users can quickly connect to any site and view it.
- Automatic connection of sites for alarms currently being processed.
- Quickly swap active users at any time ensuring an accurate audit trail for the alarm if an experienced operator takes over.



Improve Visibility and Reporting

- Omnis lowers the cost of ownership by using industry standard databases and reporting tools.
- Instant visibility of the status of all alarmed sites.
- Compare the performance of different sites and quickly identify any problems with a site.
- Easily obtain statistics on alarm processing.
- Provide standard or custom reports for your customers.
- Schedule the running of reports and send them automatically to any user.
- Provide secure web access for your customers to edit their site details and run their reports.



Salent Ltd

Tel: +44 (0) 845 22 66 508
Fax: +44 (0) 845 22 66 509

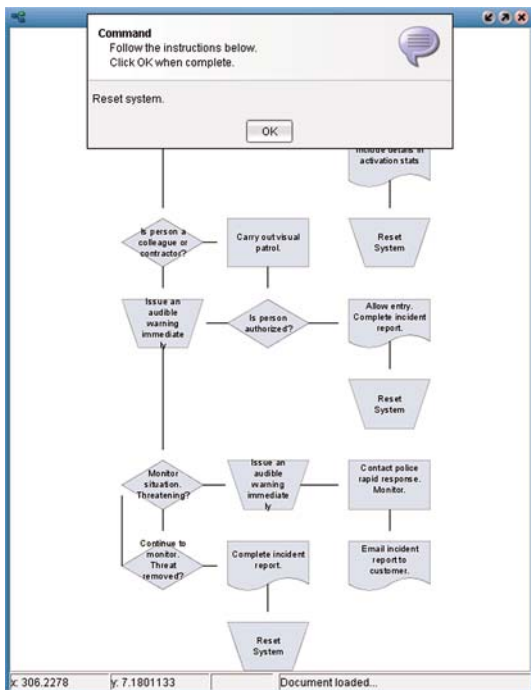
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Easy Third Party Integration

- Using Omnis means that the monitoring centre doesn't need to restrict the makes and types of hardware monitored.
- As the centre extends its services into new monitoring areas (like Loan Work Worker Support and Vehicle Tracking/ disabling) the Omnis system provides the flexibility to grow with you.
- The modular nature of the system means that integration of analytics is straight forward and could, for example, be used to reduce the number of false alarms.



Cost Savings

- Use a single software package to manage and report on all alarms.
- The use of a unified front end simplifies and eases training and operational procedures.
- Alarms are processed more efficiently and high maintenance sites can be identified quickly.

ID	Trigger Name	Arrived Time	Site
72	Inner Perimeter	Fri, 23 Nov 2007	Non-site
73	Inner Perimeter	Fri, 23 Nov 2007	Non-site
74	Outer Perimeter	Fri, 23 Nov 2007	Non-site
76	Store Door	Fri, 23 Nov 2007	Non-site
77	Store Door	Fri, 23 Nov 2007	Non-site
78	North West Stores	Fri, 23 Nov 2007	Non-site
79	North West Stores	Fri, 23 Nov 2007	Non-site

Ensure Compliance

- Helps ensure your alarm management and reporting meets BS8418 and ACPO/ACPOS guidelines.
- Supports Unique Reference Numbers (URN) to quickly decide if a Police Call Out is appropriate.
- Highlights the number of false alarms over a rolling 12 month period when an alarm activates.
- BS8418 compliant and noncompliant systems can be monitored on the same site.
- A full audit trail is available for each alarm with all user and server actions logged and linked to the alarm.
- Flow charts and processes can be defined for each alarm. This helps ensure compliance to any requirements or standards.
- During an alarm, all logs and video footage are automatically stored on the server and viewed via the alarm viewer.
- Any alarm and its associated logs and video footage can be permanently saved as evidence.



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