

SINCE
1997



ALARM INDIA

PROCESS COMPLIANCE MONITORING



ANYTHING THAT CAN BE SENSED, CAN BE MONITORED

ABOUT US

ALARM NEW ZEALAND

Known for its scenic beauty, New Zealand is also a major Global innovation hub and is a solution provider for many advanced nations including the UK, Australia, Canada and the USA. The ALARM brand was launched in New Zealand in 1997 and ever since our company has helped set the standard for IP Alarm based Monitoring technologies. All communities in these countries attach a high priority to the safety and security of its people, assets and infrastructure where every business sector uses alarm monitoring to reduce wastage and process failure. ALARM's mission is to deliver the most robust and flexible "Alarm Switching" service for all our customers, ensuring the core network remains consistently reliable and sustainable. Our company is a quality service provider for its Fire, Security, Safety and Automation monitoring services and remains one of the most innovative broadband network access solution providers in the market today.

ALARM INDIA

As an emerging major economy, India requires a premium national alarm monitoring service for Fire, Security, Safety and Automation. Our company was established in 2016 to meet this very need and is a joint venture between Alarm New Zealand and experienced local and international telecommunication's network professionals. Our key management and engineering staff has been trained overseas for several years and are able to bring the same technology and quality of service of Alarm New Zealand directly to India.



NEVILLE CLIFTON

Founder, CEO & Director
Alarm New Zealand

FOUNDER'S MESSAGE

Starting with New Zealand based Telecommunications engineering in the late 1980's I have been involved in the Alarm Monitoring industry for over 30 years, mainly holding company positions as CTO & CEO where I gained strategic experience and knowledge of communication practices used in the Fire, Security, Medical and Automation sectors. This work has also included systems policy consultancy and training for government agencies including national FIRE, AMBULANCE and POLICE Emergency Services.

Our Company Logo is known as the "Star of Providence" which defines our core mission of anticipation, care, guidance, wisdom, integrity, perception, honesty and benevolence. It's with these principles that we conduct our work, becoming the most effective Alarm Information & Technology cloud platform in INDIA today.

A stylized, handwritten signature in black ink, appearing to read 'N Clifton'.

NEVILLE CLIFTON

THE SYSTEM: HOW IT WORKS

Anything that can be sensed electrically, electronically or mechanically can be connected to our network access device (NAD) and be monitored by us. We do a complete process compliance monitoring (PCM) bringing peace to your lives

WHAT IS PCM?

PCM stands for 'Process compliance monitoring'. Every organisation has a set of policies and procedures that needs to be followed at all times, and there are managers to ensure the same. However, many a time, these processes and procedures may be neglected due to various reasons. This can lead to minor or major implications for the institution. PCM is a type of monitoring service which helps the company management to ensure that these process and procedures are followed at all times. Unlike other monitoring services which concentrate only on the technical aspects, PCM is more focused on the business processes of the institution. Our PCM operators at our monitoring station continuously follow up the concerned staff at your premises until a process or procedure has complied. In a situation where the staff is not willing to comply, the event will be automatically escalated to the appropriate managers at your organization. Therefore, our PCM system can be your second level of management that ensures every thing is in order

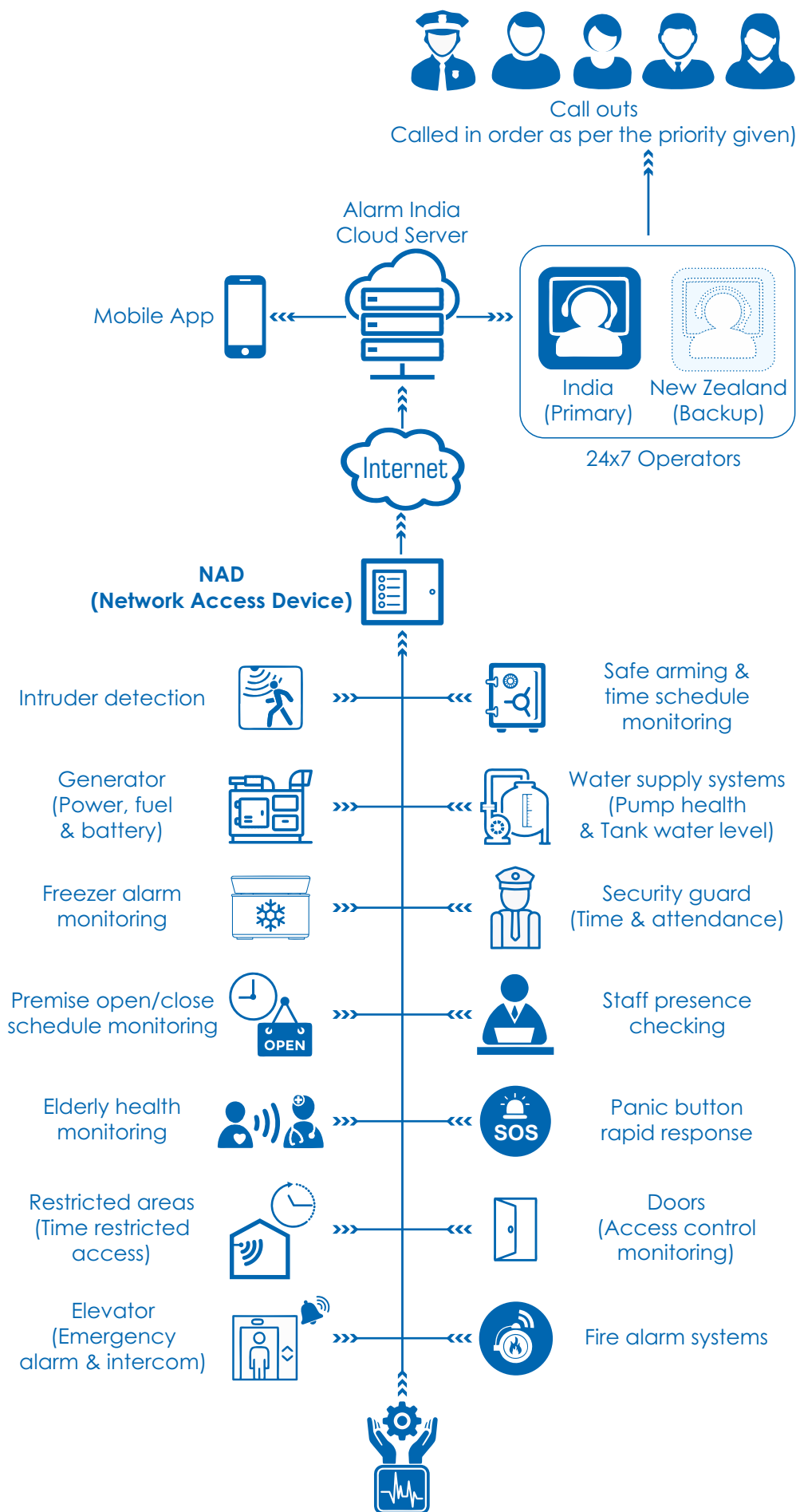
CAN OUR SYSTEM FAIL?

To ensure the quality of our service, we have redundant back up systems from our monitoring site to the server end. We also have a backup monitoring station in Auckland, New Zealand. In case of an emergency, our entire monitoring operation can be switched to New Zealand in less than 3.5 minutes. Also our software will be constantly monitoring the health status of all the sensors and other network hardware, and will immediately notify you if there are any faults or failures in the entire system installed at the premises

HOW DO WE LET YOU KNOW?

As each situation can be different, you can give standing instruction on whom to contact in case of an event. You can define up to four levels of hierarchy, so if the designated person does not attend our call, we will contact the next person from the list as specified by you. We can also deploy external guards, police or fire fighters in case of an emergency

HOW IT WORKS



1

INTRUDER DETECTION & CCTV



Many premises are already equipped with motion sensors and CCTVs. However, it is challenging to centrally monitor all the camera feeds coming from all the branches. To monitor all the camera feeds, the company has to employ a large number of monitoring staff, which results in a significant increase in operational costs. Also, observing many camera feeds simultaneously will reduce the efficiency of the monitoring operators. An efficient alternative is to supplement camera monitoring with an outsourced alarm monitoring service. When the sensors are triggered by any source, our monitoring staff will be alerted. Then our operators will call your in-house video monitoring operator and ask to check the specific branch where the sensor was activated. The in-house operator can verify whether it was an intrusion or a false alarm. The advantage of this method is that the video monitoring of all the branches can be done with a significantly lesser number of staff because they will be only checking the branches where there is an activation. The other advantage is that the camera feeds need not be sent to an outside organisation safeguarding the privacy of your organisation.

2

STRONG ROOM SAFE UNSCHEDULED DISARM



The strong room and the safe is the most secure place in a facility. The strong room will be protected by various types of sensors and alarms, which will be triggered when there is an intrusion. The alarms can only be disarmed by an authorised person who knows the code. However, in a scenario where a person who knows the code enters the premise and intentionally disarm the system to do illicit activities, the entire security system fails. We can prevent this by scheduling the arm and disarm timings for the strong room and the safe. When an unscheduled disarm occurs, our PCM operator will immediately alert the concerned authorities and verify if the person who disarmed the system is authorised to be in the premise at that particular time. This system will also notify the staff if they forgot to arm the alarm system in the strong room, and will follow-up the staff until the alarms are armed

3

PREMISE OPEN/CLOSE SCHEDULE

When there are large number of branches for an organisation, it is difficult to ensure that every branch is opened and closed at scheduled times. Our PCM system will check each and every branch schedule and alerts the PCM operator if any branch is not open after the scheduled opening time or is not closed after the scheduled closing time for any reason. The operator immediately calls the branch staff who is in charge of opening and closing the branch. If the staff do not respond to the call, the issue is escalated to the next higher authority. This service will also notify the concerned person if the staff forgets to arm the alarm system while leaving their office

4

STAFF PRESENCE CHECK

In some scenarios, it is not just enough to track the in/out punch records of the staff. Some staff may leave the office during office hours without notifying the managers. Our unique staff presence checking system can ensure that the staff is always at their designated location at the office during working hours. The verification can be done using our mobile app installed on the staff's mobile phone. The presence of the staff is confirmed by the app by randomly asking staff to authenticate themselves using a face recognition system in the app. Once the face is recognised, the location is checked using Bluetooth beacons installed in the office. If the staff fails to authenticate or the location identified is outside the office, our PCM operator will immediately call the staff and request them to go back to their designated working location. If the staff does not respond to the call, the concerned manager is notified about the issue. In a situation where installing the app in the staff's mobile phone is not possible for any reason, the same system can also be implemented using other types of biometric readers available in the market. We can customise the solution to suit your office and working environment

5

FIRE SYSTEMS

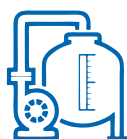
We do not always keep a tab on the fire equipment and systems as it is never in regular use. But if there is a fault with the fire alarms or the sprinkler systems, it will not work in case of an actual fire. We can monitor all the fire systems, the sprinkler pumps, and the sprinkler water tank levels

6

WATER TANK AND PUMP SYSTEMS

WATER TANK LEVEL

If water supply for your apartment is interrupted for any reason, the water level in the tank goes down. You will not know about it until the tank is empty. We can sense the water level in tanks and if it goes below the required level, we will let you know immediately



AUTOMATIC WATER PUMP SYSTEM

Most of the apartments are equipped with automatic pumping system. The entire pumping system is usually left unattended since it operates on its own. However, when there is any fault with the system (for e.g a leak in the water inlet pipe of the pump), the fault goes unnoticed until the over-head tank is empty. In some cases the pump may dry-run causing damage to the pump. We can sense if the water is not pumped to the upper tank once the automatic pump controller sends the signal to the pump

Also, If there is any fault in the pump automation controller (e.g.: power failure, fault in the electronics, or no signal to start the pump) we will detect the fault and notify you well in advance so that repairs can be done as soon as possible

7

ELEVATOR EMERGENCY INTERCOM & ALARM



If someone gets stuck in an elevators, there might be situations where the alarm fails to ring or the telephone in the elevator doesn't work or sometimes there is no range for mobile phones. The person will not have a way of communicating with anyone about the emergency and may panic. People may remain stuck till someone spots the issue, which can take a long time. We can monitor the elevators and immediately let you know in case of a malfunction

8

FREEZER TEMPERATURE MONITORING



Maintaining a set temperature without fail is crucial for facilities like supermarkets, seafood processing plants, etc. Most of the commercial grade freezers come with on-site temperature monitoring. An alarm will be triggered on-site if there are any faults with the freezer system. However, there may be situations where the person in charge of the freezers will acknowledge freezer alarms but forgets to take action to resolve the fault due to various reasons. This can cause significant losses for the company. Our PCM system is specially developed to manage these kinds of situations. We will be monitoring the freezers for any alarms, and when there is an alarm, we will call the concerned staff and will notify about the fault and ask for the time to rectify the fault. We will keep a reminder at the specified time, and if the freezer is not restored to normal state by that time, we will call the staff again to follow up the issue. This process will be carried out until the freezer is repaired and has returned to its set temperature. If the staff is not resolving the issue, we will escalate the issue to the corresponding manager. Thus, we can ensure that the freezer is working as intended at all times

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REMOTE HEALTH MONITORING FOR ELDERLY



There are situations where the elderly members of our family are left alone at home. Our remote health monitoring system can take care of your loved ones. They can be given various devices like wearable panic buttons or elderly care mobile apps, which will be connected to our PCM monitoring centre. If they feel any health-related problems, they can trigger the alarm, and we will immediately call them via phone and ask if any help is needed. If they fail to answer the phone, all the other alternate contact persons are immediately notified, or we can also deploy ambulance services and follow up as per the standing instruction is given by you

1 0

SOS PANIC BUTTON RAPID RESPONSE

In case of a robbery attempt in the premises, the staff can trigger a silent panic alarm that will be sent to our monitoring operator. Triggering a traditional audible alarm during a robbery attempt may aggravate the situation, and the robbers might attack the staff and customers. The silent panic alarms can be an effective defence against the robbery while safeguarding the life of the staff and customers. A variety of wired and wireless buttons shall be installed at optimum positions throughout the premises, which can be easily triggered without the robbers noticing it. At the push of a button, the panic system sends the SOS signal to our monitoring centre, and the operator immediately take appropriate action by following the emergency action plan provided by you

1 1

SECURITY GUARD TIME AND ATTENDANCE

Every premise has security guards working different shifts for the safety and security of the occupants. But at times it may be noted that they are not at their station, especially during night, implying that the security of the premise is at risk. Our mobile app for security guards can be installed in their cell phones. It monitors the guard's time and location using GPS and other sensors like bluetooth beacons, or RFID tags placed around the building. An intriguing feature of the app is that guards need to reconfirm their positions at specified intervals and within the designated patrol range. Thus if the guard has not arrived at the building on time, or is out of his patrol area, or is asleep, our operators will call them and notify. The app also has a panic button that the guards can use in case they face an emergency, and the operators can deploy other guards to help the guard in distress

1 2

TIME RESTRICTED AREAS & FACILITIES

There are certain areas with restricted or time bound access, like the cashier room where the access for staff or other people is restricted at certain times. We can control access to these areas using motion detectors, and if someone tries to enter these areas after a particular time, we will let you know

DOOR FORCED

There are doors that gives access only to authorised personnel. These access control doors should not be kept open after the authorised person has gained access. If its kept open for more than a specified time (say 5 seconds) some other person who does not have access may also enter the premise. If this happens, an alarm will be sent to monitoring and we will immediately let you know that there is someone tampering with the door

DOTL (DOOR OPENED TOO LONG)

Some doors, like the access door to the lockers, or the doors leading to common areas are kept open all day but need to be locked after a certain time. We will call you if those doors are not locked after the prescribed time

DOORS WITH RESTRICTED ACCESS

Some doors, like those leading to plant and machinery area, or to critical and hazardous equipments, are kept locked at all-times except for maintenance checks. These doors are to prevent the equipment from being tampered with, and also for the safety of the occupants. But sometimes the technician may forget to lock it after maintenance is done. We can monitor such doors are always kept closed at all times, and will let you know if some one opens it



As mentioned earlier our monitoring system is capable of reading the crucial parameters of any type of machinery. Therefore, we can also monitor other equipment which you may have, such as central air conditioning, water heaters, solar power generating system, wind power generators, to name a few. Our monitoring centre software is highly customisable and can incorporate any parameters that needs to be monitored

MONITORING SERVICES

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POWER BACKUP GENERATOR

GENERATOR OVER RUN AFTER POWER RESTORE

For premises that does not have automatic generator starting system, the generator has to be manually switched on and switched off. But sometimes the person in charge may forget to switch off the generator even after the power supply is restored. In this case, our operators will call you and remind to switch off the generator, thus reducing unwanted fuel expenses

POWER FAILURE AND RUN TIME LOGS

Our alarm systems can sense power failure and their restore times, as well as generator start and stop times. We will prepare a monthly report of the logs which can help you in tracking the fuel consumption and also understand average usage of the generator. This data can be used to calculate approximate expenses and any deviation from the normal can be monitored closely

FUEL LEVEL

We can sense the fuel level of your generator and let you know when it is below the required level. Thus eliminating the scenario of not having enough fuel to run the generator during a power failure



SELF START BATTERY

Battery failure usually gets detected when power goes off and someone tries to switch on the generator. We monitor the battery and can let you know well in advance in case of a failure

OVERHEATING

Large generators are complex machines and may overheat due to various reasons. If left unattended, an over heated generator may result in permanent damage to its parts causing significant financial burden for the management. There may be built-in alerts in the generator to notify about the problem, but most people may fail to notice it. We will monitor the generators and alert you immediately if it starts to overheat

SWITCH OVER NOTIFICATION

For buildings that run completely on generators, there will be multiple generators operating alternately to avoid overheating. Each generator will be switched over to the next after running for particular amount of time. Failing to switch over at the appropriate time may result in damaging the generators. We will let you know if the switch over doesn't happen for any reason



ALARM INDIA PVT LTD

2nd Floor
37/3172 A (50/391 B)
Palace Road,
Edappally,
Kochi - 682024
Kerala, India

Website: www.alarmindia.net

CONTACT DETAILS

Email: info@alarmindia.net
India: +91-920 77 8888 7
New Zealand: +64-220 196 786