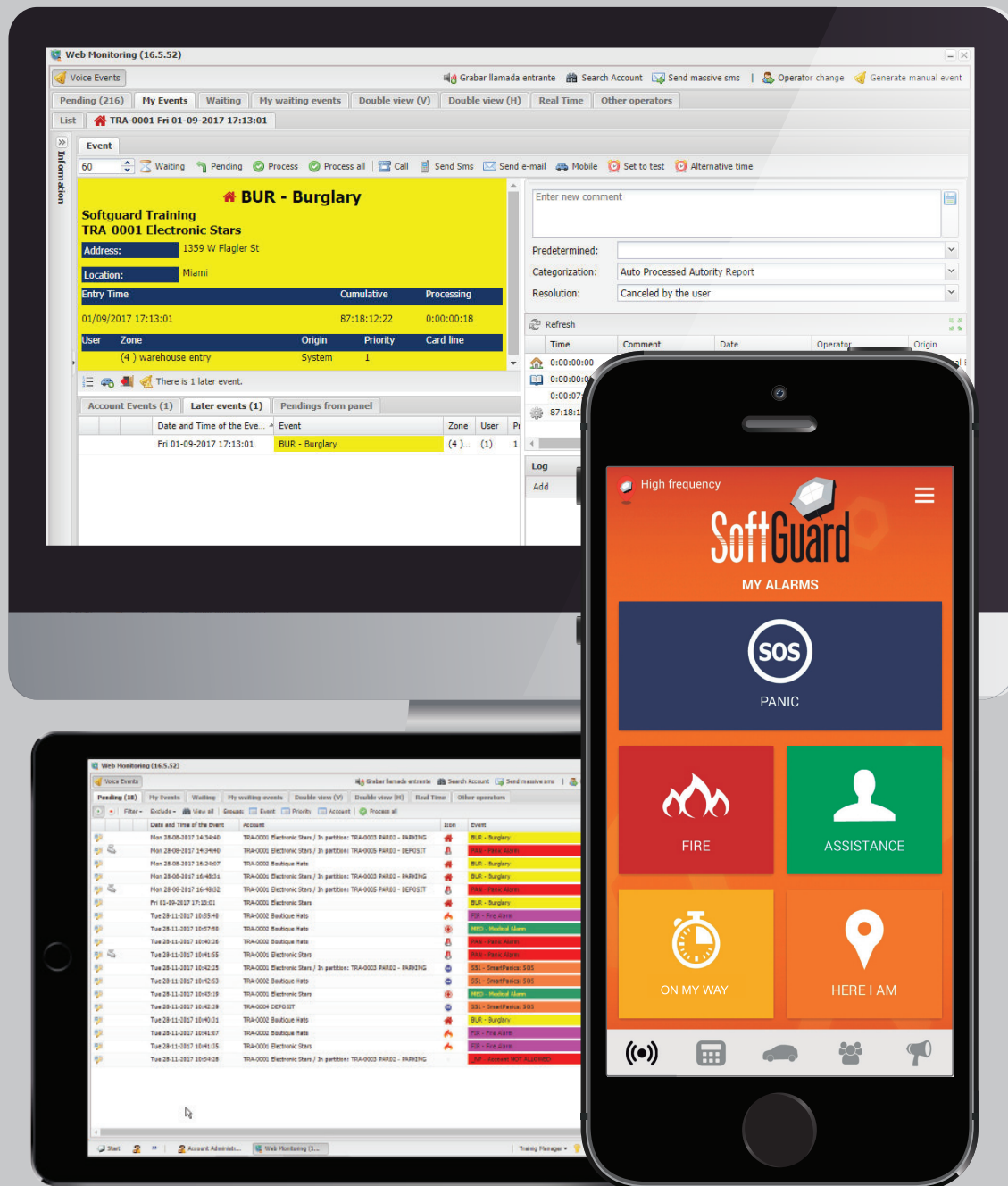


All your monitoring businesses in a single management system

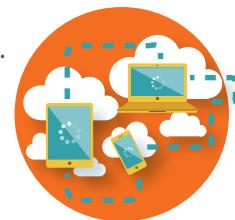



SoftGuard

www.monitoringsoft.com

SOFTGUARD REPRESENTS THE NEW GENERATION OF INTEGRATED SYSTEMS FOR ALARM EVENTS MONITORING.

The **Web Desktop** platform was designed to provide power, simplicity and portability to your company's operating heart. The apps are stored in the private cloud of your company so you can access to them from any web browser, including connectivity from tablets and Smartphones. Its reliability is based on a combination between the most solid and advanced operating platform in the market, **Windows Server**, and the **Microsoft SQL Server** database engine.



MAIN FEATURES:



Web based



Security



Friendly
interface



Customization



Single Login



Multouser



Multilanguage

- Simultaneous event management
- Pending and queued events displayed in the same window.
- Embedded **VoIP** calls available in the system.
- Technical services assignment while event managing.
- Self-monitoring.
- Multiple processing with single events selection.
- Daily multiple opening and closure control.
- Control of programmable automatic tests with failure warning.
- Intelligent false alarm control with notification to the operator by date or quantity limits.
- Global post-installation testing mode by account, zone or event type.
- Instructions registration for attending events according to the pre-established procedures.



Main Module
WEB MONITORING

It includes the following functional sub-apps:



PortGuard: App responsible for the reception of serial port events (telephone and radio receptors). It recognizes all of the communication protocols in the market (Contact ID, 4+2, SIA, Ademco Fast/ Expanded, Radionics Modem II/lie and more). It supports telephonic, radio, cellphone, IP and many other receptors among the market.



MultiMonitor Web: This module allows the display with assignable filters of all the events that enter the system being used as general screen of coordination between operators or secondary screens. Additionally, the module announces all the configured events verbally.



Notification report: E-mail notification of the entire SmartMail platform and all the tasks it performs: e-mail sending per event, events received via SMS and remote terminal, marketing campaigns sending via e-mail from the CRM Sales and Promotion module allowing response and rejection of e-mails. IM (Instant messaging) between the different users: operator, supervisor, administrator, dealers, corporate clients and authorities.



URL Launcher: Allows you to enable the platform to white list external application links. With this feature and through an icon at the Desktop it is possible to access a links' table within the platform, avoiding going outside to check a Webmail or any other whitelisted app.



IP and GPRS monitoring (without receivers): App responsible for the direct reception of events from internet, IP and GPRS communicators.



SMS Gateway: Sends SMS by alarm events received to customers and receives signals from SMS without the need of an alarm panel.



Administrator: Guarantees validated access by offering credentials to the users, where their actions are segmented and parameterized. It also makes it possible to administrate tables and system configurations.



Account administration: Allows the registration, modification and termination of accounts by the operator or member of the customer service staff: account, situation, self-monitoring, documents, users, contacts, zones, partitions, notes, logs, schedules, alarm panels, false alarm control and more.



MapGuard Web: It is a cartographic display module of all the accounts, whether they are in an alarm situation or not, the assigned response vehicles and/or patrols, as well as the technical services ongoing or assigned. It also complements the modules: SmartPanics, VigiControl, Corporate customer web access and TrackGuard. It includes intelligent route management for the assigned response vehicles/patrols by sending instructions via chat or e-mail between the operator and the staff in charge. charge.del móvil.



Timer: System's internal clock responsible for the time schedule routines control, automated test and activations/deactivations, etc.



MAIN FEATURES OF THE WEB MONITORING MODULE



Automated reports via e-mail to the client



Alarm events reports via e-mail and SMS

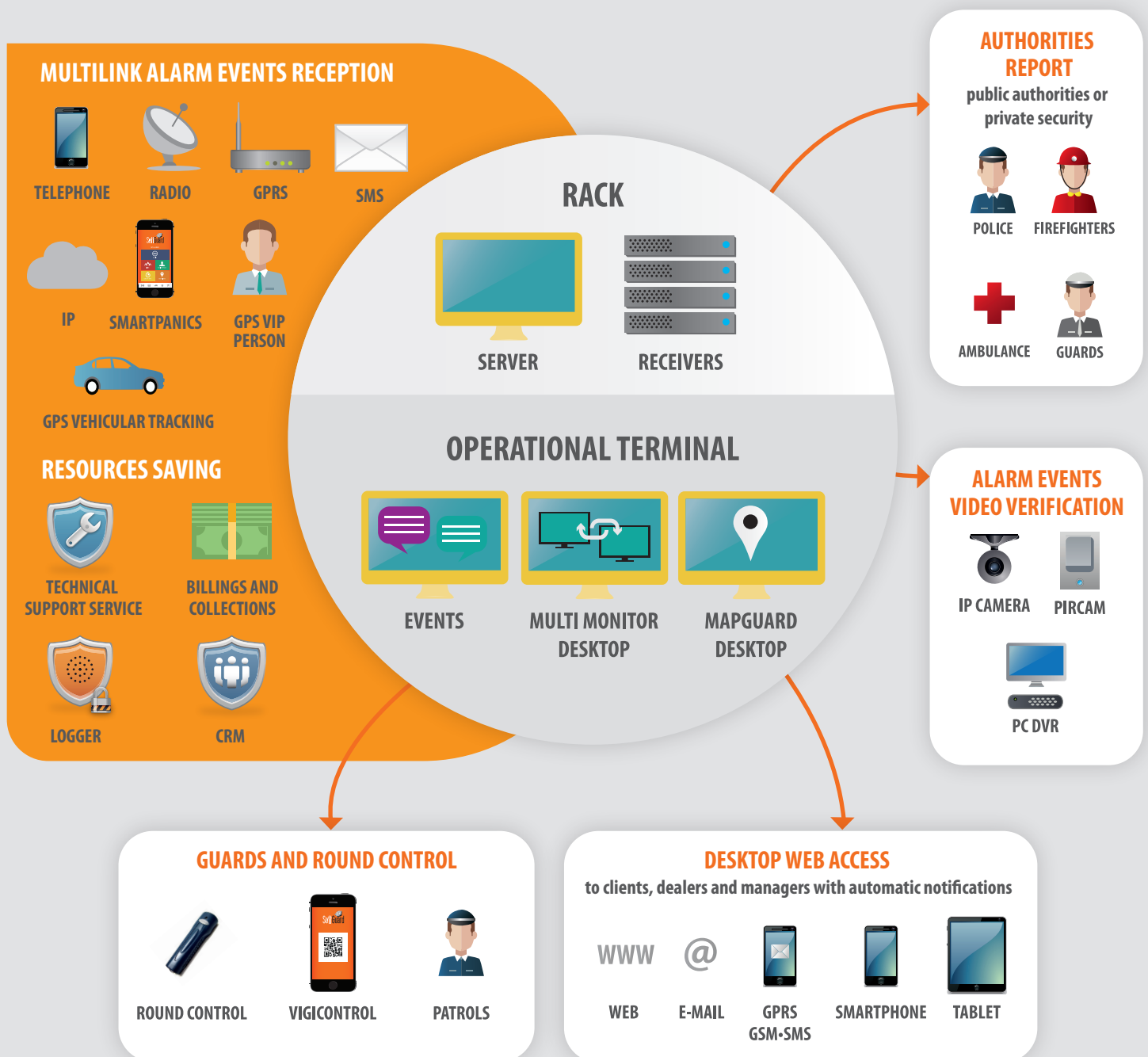


Remote enhanced SMS terminal



Response vehicles GPS control.

SoftGuard Monitoring Center





VIDEO VERIFICATION

Designed to integrate video and audio to the alarm events received at the monitoring central station in a simple and intuitive way, on demand or by simply following a system verification or periodic control routine. The importance of video monitoring lies in the decrease rate of dispatched false alarms and the most efficient alarm events resolution.



TRACKGUARD VEHICLES, PEOPLE AND PET GPS MONITORING

Vehicles, people and pet GPS monitoring: This module allows the monitoring of different GPS devices and relates them to the customer's account. It also allows you to check the location in cartography, to issue historical position reports filtered by device and between dates, graphic historical route, enabling/disabling/-modification of mobile accounts, incorporation of pictures and device data with grouping by fleets/clients type, etc. The GIS engine uses digitalized cartography in GoogleMaps format.



DEALER WEB ACCESS MOBILE VIEW

Give access to the Dealers through smartphones and tablets to the information of their subscribers within the system. The Dealer will be able to visualize all the data of the clients such as: address, telephone numbers, zones, contacts and the received events history. It is an easy and practical tool for the Dealer; providing portability to his/her management and immediate audit. If the user is a "Technician" it is possible to perform special tasks such as changing the status of an account, verify associated service orders and send notification messages by arrival or departure to the target, from any device with internet access.



FENCES ADMINISTRATOR

Allows the administration of electric fences for the reception of events and visualization on the map of the status of each segment: enabled, disabled, active alarm, power failure and board status, open or closed. It provides a graphic display of the fence perimeter with its segments and event indicators with differentiated colors for a quick understanding and identification of the affected sector.



TECHNICAL SERVICE

Its functions are to fully manage the technical service to the customer, allowing service requests to be entered from multiple departments, to schedule the preventive periodic service routines, assign technicians, vehicles and materials, identify costs and delays involved in each request, follow up on the service status step by step, evaluate productivity in a personalized way and bring statistics of the most requested services, generating strategic information of the technical area of the company.



MONEYGUARD BILLING AND COLLECTIONS

Automatically issues invoices or fiscal notes for the provided services. It is possible to filter by subscriber or dealer charges, by groups or by type of subscription, based on rates according to each customer's contract. With this system, collections are tracked, indicating the status of checking accounts, credits, services collected and services to be collected, reports of delay in payment, and it includes notifications to the monitoring center's operator.



WEB ACCESS CORPORATE CLIENTS

This module has been specially designed to give residential and corporate clients their accounts control. It grants users access to their alarm system information. The client can log in, select an account and view data such as: address, telephone numbers, contacts, zones, latest events received, notification by SMS, status of technical services, etc. It is also possible to request videos and call recordings. Easy to use, the platform provides the customer ordered information, timely and automated without involving the operators.



WEB MANAGER DESKTOP ACCESS

Have a complete online audit of your monitoring system using statistical graphics. Analyze and control your operator's performance. Keep track of signal traffic, alarms in progress, active accounts, and queued events by priority, georeferenced alerts, and account evolution in 12 months, among many of the



LOGGER - CALL RECORDING

All of the calls that enter or leave the monitoring station will be digitalized and recorded to hard disk. The system will link the call to the subscriber's account. All the hardware needed for audio capture is provided along with the module, including external capture. It is possible to search calls recordings by date, time, incoming/outgoing telephone number, subscriber and/or operator's comments.



CRM DESKTOP SALES AND PROMOTION

An integral customer relationship management that allows you to build marketing campaigns, tracking sales, prospects, quotes, price lists, offers, mailing, schedule sales visits and more. Its main goals are: to attract and win new customers, keep current customers, attract old customers and reduce their marketing and customer services costs.



DEALER DESKTOP WEB ACCESS WHOLESALE MONITORING

Integral management to provide wholesale alarm events monitoring service. It allows the territorial expansion of your business, ensuring your Dealers the accounts maintenance and management. It includes enabling/disabling/modification of the accounts according to the user's profile, historical alarms reports and operators' performance audit by the monitoring station's manager.



WEB DESKTOP AUTHORITY REPORT

The events that enter the central system will be forwarded and addressed to the competent authorities or to secondary monitoring center (sub-stations). The information received in the remote terminals through the Desktop Web system is detailed. Every action executed by the remote operator will be recorded for subsequent control.



VigiControl

Permanent and online monitoring of guards and rounds.

Available
for:



With VigiControl perform the control of the guard's rounds in real time.

- Ensure compliance to the customer.
- Avoid lawsuits, their commercial consequences and discredit.
- Presence control.
- Position report on the map.
- Send alerts, images, text, voice and SMS notification.



VigiControl is a system for rounds control with online monitoring for guards and security staff.

This powerful tool performs the control of the guard's actions: position report validated via GPS, MAN ALIVE alert, incidents report displayed during the round, sending captured images from the smartphone. All this and much more received online at the monitoring center 24/7, 365 days a year. VigiControl is a multi-link

application that ensures the alerts sending via TCP-IP, either by WI-FI or by data network connection (GPRS-LTE), as well as SMS sending when the data network is not available. **The system consists of 2 applications:**

1- The mobile app that has five main buttons: SOS-ROUND-MAN ALIVE-NEWS and ASSIGNMENTS. It is also possible to customize the app background design with your brand logo, giving a uniform and corporate image.



SOS: Send panic alerts that include position, data and the possibility to attach images.



Round: Allows the guard to send an ARRIVAL or DEPARTURE notification each time he arrives or leaves his position, as well as when he passes through each checkpoint defined for the round. The event includes date, time and position on the map.



Man Alive: It is a presence control. It consists of a button that will be randomly activated to be pushed to cancel the alarm sending. If it is not deactivated on time, an alert is generated and received at the monitoring center.



News: Allows sending news to the central monitoring, attaching information using a QR code or NFC tags, such as images, text or voice notes and the chance to make calls directly from the system via VoIP.



Assignments: It allows assigning a guard to a specific fixed or mobile point. Once he is in the place, he can mark his arrival; send pictures, videos or audios to the monitoring central.

2- The SG VigiControl Desktop Web module for the linked smartphones and signal processing management controlled by the monitoring station.

SMARTPHONE APPS:



Main screen with SOS-ROUND-MAN ALIVE-NEWS and ASSIGNMENTS buttons.



SOS alert sending with progressive time lapse for cancellation.



Positioning of the guard in emergency in cartography



To set the round control the guard will press ARRIVAL/DEPARTURE at each checkpoint. Once the round is created, it is sent to the monitoring center from the app.



From the NEWS menu you can send a written or voice memo as a report. It is also possible to attach an image, a QR code or make a call to the monitoring center



Widget with quick access for SOS alerts, sending NEWS and to indicate the guard's ARRIVAL/DEPARTURE to each checkpoint of the round.



SmartPanics

Global app for the security of your family that multiplies your business profitability.

Available
for:



- **SOS-FIRE-ASSISTANCE** alerts sending from anywhere in the world.
- Family group monitoring and tracking.
- **ON MY WAY** security with automatic activation.
- Anti-kidnapping system with periodic localization and tracking.

What is SmartPanics?

It is an app for smartphones that protects your customers 24/7, wherever you are by connecting them to your monitoring station.

While the monitoring center attends the emergency event by assisting the customers, the system automatically notifies their relatives through e-mail – SMS and Push Notifications.

It allows sending Emergency, Assistance or Fire events reporting the exact location to the operator.

Multimedia security

While sending the alarm, the SmartPanics app allows the end user to perform several multimedia functions.



- Send images from your camera or gallery
- Attach audio files.
- E-mail sending from a pre-established account.
- Make one touch calls.
- Record and send video clips.
- Send text messages.

MAIN FUNCTIONS



MY ALARMS

The panic button ON MY WAY allows a passive start, by a countdown timer or estimating the time of arrival according to the preset destination. This last feature allows sending auto-photo during the route and immediate sending of the alert. A customized message can be assigned to contacts indicating the initiated path and the time it will take to complete it. During SOS or any other alarm, the system allows to send photos of the reel or taken at the time of the emergency with the smartphone frontal or back camera, to send audio clips to the user's will or pre-authorized audio listening from the central station; video clip sending of a few seconds, one touch call to the central station of free text sending. Each user can set the buttons available.



SmartPanics has 5 buttons for sending alarm events, located on the main screen.



SOS / Panic



On my way



Assistance



Fire

MY ACCOUNTS

It provides access to all the users' fixed monitoring accounts to visualize the last events, as reports or on the map, with different filters by type and quantity of events. It also allows access and display of all the information such as general data, users, zones, contacts, schedules, calls, notifications, alarm panel info, etc.



MY VEHICLES

The customer can access to their monitored vehicles, view the last position of each one in a report or on a map, historical routes and events, manage data and report changes. This feature requires the TrackGuard module.





SmartPanics

Global app for the security of your family that multiplies your business profitability.

MY GROUP

It allows unifying the control of family or working security, integrating the SmartPanics of multiple members into one set. They can be categorized either as member or administrator. Administrators can check current and historical position of the members and their events, define geofences and change the configuration. They can also set a maximum speed to generate an alert if said speed is exceeded. All the alerts are automatically notified through e-mail, SMS or Push to all the interested parties.



MY CAMERAS

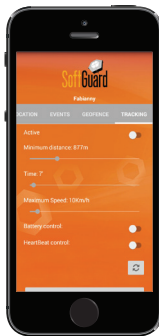
It allows the customer to access their own video sources such as IP cameras, DVR, NVR and any other device compatible with RTSP or D-GUARD. All the links to the videos can be chosen from a menu and displayed with live images (in real time). This feature requires the SG Video module (video verification).



SECONDARY FUNCTIONS

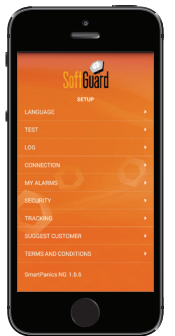
TRACKING

Each app can be preset to report its location to the server according to a time-distance routine calculation, setting these 2 parameters for each unity however it's convenient. The administrators of a group can preset it on and off, as well as the units of time-distance of each member. The location report will run with the app on the background, even if the user is not using it.



SETTINGS

With this menu, the user can establish the connection to the server, activate TEST, set event timers and alarm sounds, create a PIN to block unauthorized access, check the operation LOGS and send it to the provider of the service to be checked, modify the TRACKING if administrator, suggest new users to the system and read their service terms.



GEOFENCES

Users can define any number of geofences (inclusion or exclusion) for the members. They can be created from the administrators' apps and the system uploads them and activates them on the members' apps. Once geofences have been created, it is possible to define push notifications to notify the concerned parties each time the user arrives or leaves each geofenced zone.



TEST

The final user can test the entire system from the test button. This function places the Smartphone on the map with the street name to confirm the GPS system works as it should. At the same time, this position is sent to the system server, receiving a confirmation if the communication is working properly and also indicating the communication method used by the app.



CONTACTS

The App is able to send events notifications for each SmartPanics button to the contacts of who requests it, apart from the notifications system of the server. These notifications are sent by SMS and the system relates each button event with one or more contacts.



PUSH NOTIFICATIONS

This service allows the monitoring center to notify through the famous 'balloons' all issues and interest matters to the final users. The administrator can receive all the alerts that have been sent by their group members through a push notification, being able also to receive security advices, account status, promotions, etc.



MORE THAN 7700

ACTIVATED LICENSES IN 37 COUNTRIES

OPERATIVE PLATFORM



INTEGRATION

