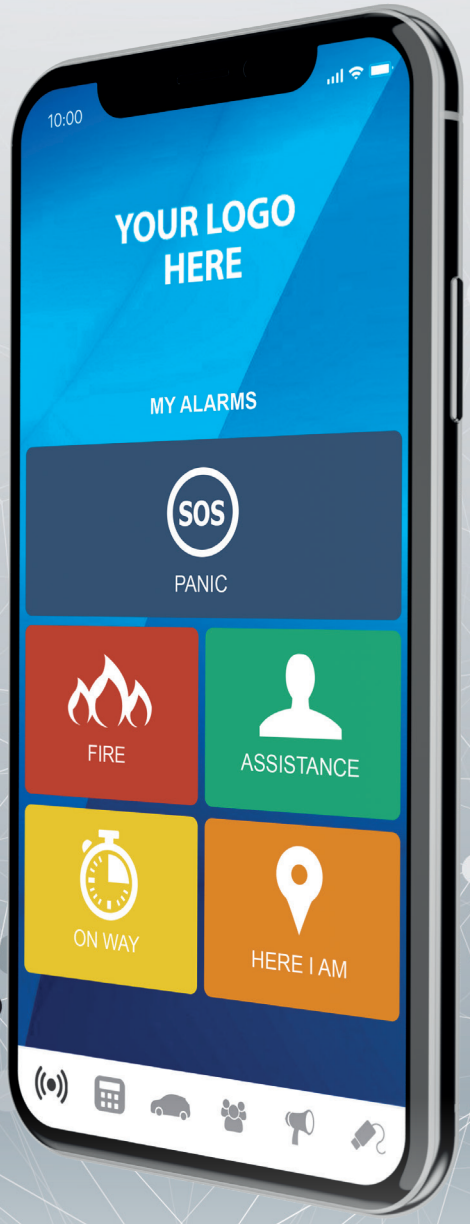
# YOUR CLIENTS CONNECTED, ALWAYS




SmartPanics

Available for:

Android iPhone

SoftGuard

# SmartPanics

## Global application for emergency communication and incident management

SmartPanics is an application that allows users to report incidents to authorities in an easy and quick way, with multiple control and management functions. It has 5 fully customizable buttons:

The SmartPanics online connection with the monitoring center, grants users personalized attention for each of the incidents reported from the application. When sending an alert, the user can also access different multimedia functions along with the sending of the event such as:

**Images** | **Videos** | **Voice messages** | **E-mails** | **One-touch calls** | **Text messages**

## They trust SmartPanics:

## Why use SmartPanics?

- Proximity and protection of people 24 hours a day, anywhere.
- Application connected and monitored by a monitoring center or provider 24 hours a day, 365 a year.
- Be our strategic partner for massive and technologically innovative businesses.
- Generate a higher Monthly Recurring Income (IMR) with SmartPanics.
- Generate loyalty from your customers, your organization or your community.
- GPS integration for fleet control and video surveillance camera.
- Support and technical-commercial training.

## How to enroll the users of the App?

**LANDING PAGE** | **QR CODE READING** | **SUGGEST CLIENT** | **EARLY MANUAL REGISTRATION** | **MASS DATABASE IMPORT**

# SmartPanics

## Main functions

SmartPanics allows sending Emergency, Assistance and Fire events reporting the exact location to the monitoring center.

### SOS/Panic

Send a Panic event to the Monitoring Center

### Fire

Send a Fire event to the Monitoring Center

### Assistance

Send a request for Assistance or Medical Alarm event to the Monitoring Center.

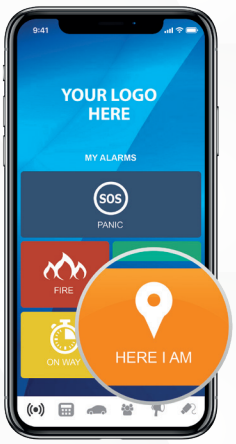
These bigger buttons automatically adjust according to the services of the company. For example: there are companies that only offer monitoring for SOS and Assistance buttons, in this case for "My Alarms" only 2 buttons will be visible and they will cover the entire screen.

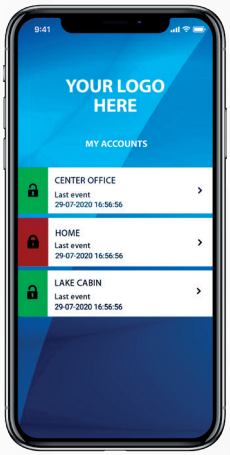
## On my way

The button called On my way allows activating a countdown, according to the time of arrival to a declared destination, activating a "Virtual Companion". This function supports auto-photo sending during the tour. In addition, you can schedule a personalized notification to certain contacts indicating the path initiated and the time it will take to arrive to destination.
One minute before the time is up, the user will receive an alert to prevent the triggering of false alarms, allowing the extension of the countdown in case it has been delayed, or the cancellation of it in case it has arrived safe to destination.
If the countdown reaches zero, the monitoring center will be notified immediately, indicating geolocation of the person in emergency and including the possibility of remotely activating the camera and microphone to see and hear what is happening.

## Here I am

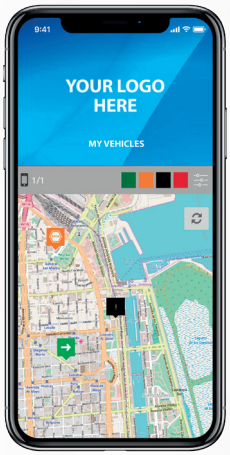
The button called Here I am reports the exact location of the user on the map in a simple and immediate way.
Whoever presses it will be informing the administrators of the group of its location via push message with the possibility of adding a written message, audio, photo and video (for example, the teenage son or daugther of a family to their parents when arriving at a friend's house or either in commercial use, a street vendor upon arrival at the address of a customer).




## My accounts

It provides access to all the fixed monitoring accounts of the user, with the possibility of checking the latest events, with different filters by type of event and quantity.
In addition, it allows visualizing all the information of each one: general information, users, zones, contacts, schedules, calls, notifications, information of the panel of alarm, etc.




## My Mobiles

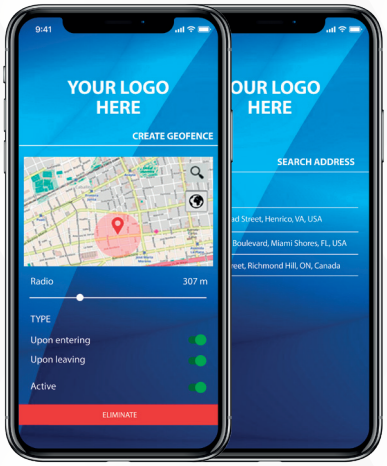
The user can access the location of all the vehicles on the map, check location history, report of events received, and general information, such as registration, year, model and a photograph of the selected mobile.

# SmartPanics

## Main functions

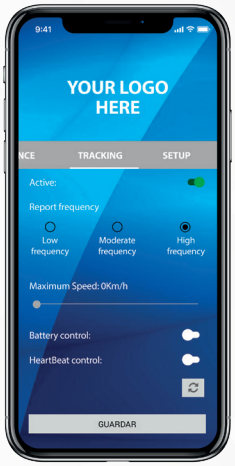
### My Group

It allows unifying the control of family or work safety, integrating the SmartPanics of multiple members in a group. These members may be categorized as administrator or member. The administrators can visualize the current and historical location of the members, visualize their events, define alert geofences whenb entering or exiting a delimited area and change the tracking settings. You can also define maximum speed per user and generate excess alerts. Alerts will be notified via direct Push notifications to the users' Apps.




### Geofences

Each user member can define inclusion or exclusion geofences. Administrators can create them from their apps and the system activates them in the Member Apps. Those interested to know the members who enter and/or leave each delimited area can define alerts by using Push notifications.




### Tracking

Each App can be configured to report a position to the server, according to a time-distance calculation routine, these 2 parameters can be set for each user as required. The administrators of a group can turn the Apps of the members on or off as well as the time and distance. The position report works with the App in the background, even if the user is not using it.

### My alerts

This tab consists of an extra keypad with up to 12 customizable commands with its icon and name, depending on the service provided. It allows the user of the App to make complaints, and at the same time, it helps with the typing, traceability and preparation of statistics by the monitoring center.

### My Cameras

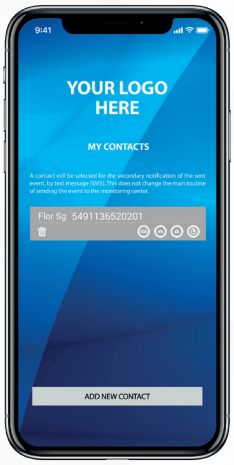
Integrates all user video sources (webcams, DVR, NVR and others) compatible with RTSP in the application. All the equipment can be selected from a menu or displayed on a grid, to have access to live images.

### Push Notifications

The service allows using "balloons" to notify all matters of interest of the user through their Apps. Each one of them can receive immediate alerts on their cell phone when a member of their group is in an emergency. In addition, if the MY ACCOUNTS or MY MOBILES services are activated, they may receive reports of events generated from these targets, as an alternative to email or SMS. In the same way, they can be notified massively about: security tips, account status, promotions, etc.

# SmartPanics

## Secondary functions

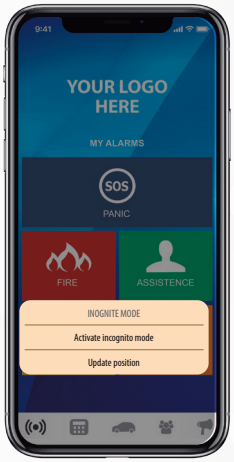



### My contacts

The App helps sending automatic notifications to the contacts of the interested party per each SmartPanics button. These are notified by SMS and the system allows relating each event to one or more contacts.

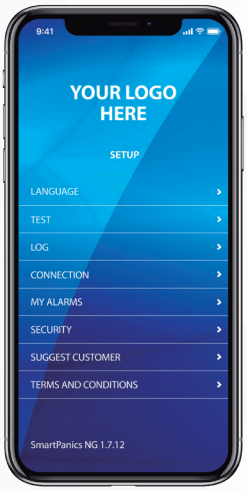
### Remote commands

The integration of remote commands for remote device control allows activating and deactivating alarm panels, opening doors or windows, turning lights on and off, among other home automation functions.



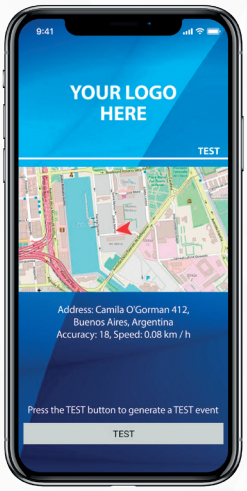

### Incognito mode

Administrators using iOS, may have the INOGNITE MODE function available. This function allows them to hide their position for a small period without the other administrators of the group knowing it.




### Settings

This menu allows users to establish their connection to the service, define a countdown to send events and select the sounds of the alarms. It also allows you to configure PIN security options to block unauthorized access, check the LOG and send it for review to your provider or modify your FOLLOW-UP if you are an administrator. You can also suggest new users to the system and read the terms of service.

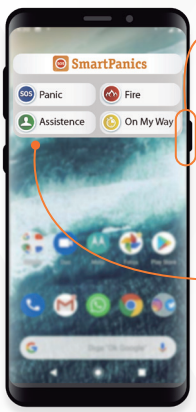



### System Test

The user can test the entire system using the TEST button. This function finds it on a map and provides the street name to validate that the tracked location is correct. At the same time, the location is sent to the server to check the communication with the system, waiting for a confirmation if everything is normal, and indicating the communication method used by the App.

### Force touch

On iOS: You must press the SmartPanics App icon on the smartphone's home screen in order to grant access to "My Messages" where the push notifications and the SOS button for direct sending of an alarm that are due to revision are located.




On Android: you can use the smartphone's power button as an SOS button trigger, continuously pressing it 4 times during 5 seconds.

Widget: Grants quick access to send SOS, FIRE, ASSISTANCE and ON MY WAY alerts.

# SmartPanics Signature

## SmartPanics Signature includes:

- Packs of 5,000, 10,000, 30,000 and 50,000 licenses of SmartPanics Signature mobile applications available for iOS and Android.
- Remote implementation and start up, settings and post-sale training.
- Custom icon design of the App on the smartphones of its users.
- Choice of the name of the App according to the indications of the client
- Insertion of the logo and colors of your company in all its functional pages. This is a key element to penetrate into the user's mind and earn their loyalty by repeating their brand identity.
- Slave configuration of the SmartPanics Signature connection parameters with its monitoring center, so that it is only received by its SoftGuard system for alarm attention and cannot connect to another provider.
- Professional advice for the registration of the Apps in the stores of iOS and Android forit to be accepted, published and downloaded by users.

## Users ready to hire their SmartPanics Signature service:

- Massive public, especially the adolescent segment for the tranquility of their parents.
- Schools and universities: for students, teachers and staff from the institution.
- Unions as a benefit for its members
- Corporations as a benefit for its employees and control of groups of vendors or distribution fleets.
- Taxi, remises and public transport agencies.
- Importers and car agencies to earn its customers' loyalty and arrange appointments with an after-sales technical workshop.
- Districts and governments for citizen protection and prevention of gender violence.
- Companies in the field of health care and medical emergencies to improve the communication channel with their clients when asked for home assistance and appointments.
- Telcos and ISP to earn the loyalty of its customers with more services, increase traffic and data consumption in the cellular network.

## SmartPanics Signature benefits:

| | Standard | Signature |
|---|---|---|
| Name of the app | SmartPanics | Custom |
| Landing page with registration form for services | Extern | Included with the app |
| In-app or link charging | Not available | Available |
| Connection to SoftGuard server | By QR codes | Automatic |
| Custom programming | Not available | Available |
| Own distribution in stores | Not available | Available |