

Remote Managed Services

A Model for Growth and Efficiency in Security

IFSEC 2011

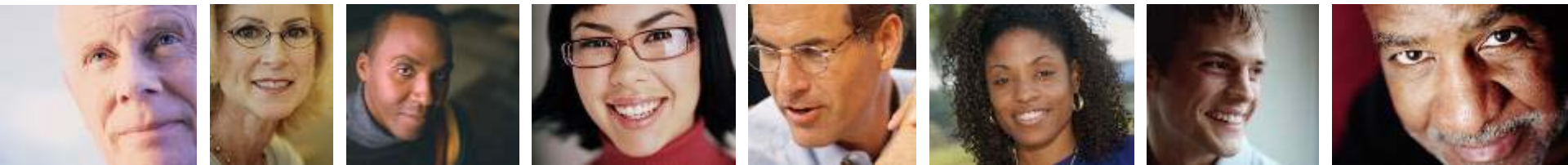
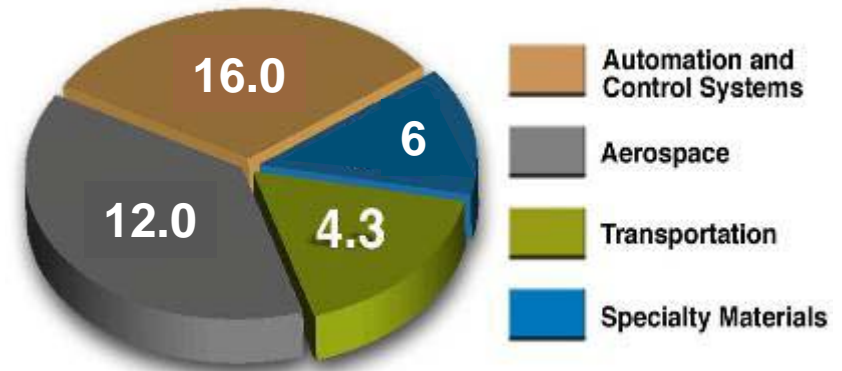


Honeywell

Honeywell at a Glance

\$38B Fortune 100 company with a 120-year legacy of innovation

- 120,000 employees in 100 countries
- World-class manufacturing reputation
- Technology leader with 11,000 active patents globally



SureView Systems International Ltd

A promotional graphic for Immixon. It features a man in a white shirt and tie pointing at a digital interface with various charts and maps. The 'immix' logo is prominently displayed in a white cloud-like shape on the left. Below the logo, the text reads 'One Platform. Unlimited Opportunities. In A Single Platform, Immix Monitors:'. At the bottom, there are five icons representing different monitoring capabilities: Video, Audio, GPS, Access Control, and Automation Systems.

immix

**One Platform.
Unlimited Opportunities.**

In A Single Platform, Immix Monitors:

- Video
- Audio
- GPS
- Access Control
- Automation Systems

PROFILE

- Established 2003
- Over 100 Immix stations
- Worldwide sales

STRENGTHS

- One interface
- Unrivalled integration library
- Full multimedia audit trail

GROWTH FOCUS

- Private monitoring and PSIM
- Cloud deployment

A Different Approach...

- Old Way

- High install cost limits the number of potential customers
- System value limited to install mark up on time and material
- Minimal long-term service or maintenance value
- Head-end software installed at Customer Site



- New Way

- Install cost can be spread across contract lifecycle
- Value can be captured through a menu of services
 - Remote management
 - Customized / scheduled reporting
 - Web management
 - Credential & photo ID management
 - System health checks
 - Virtual guard tours
 - On-site video verification
- Head-end software installed at installer's office

Managed Access Control Opportunity

- 75% of market for new installations under 16 doors and under 200 card holders
- Legacy migration
 - Large customer managed base
 - Outdated control panels
 - Systems running on older Windows OS
 - Employee turnover
- ‘Managed’ versus ‘Monitored’



Traditional vs Managed Access Control

| Access Control System – Startup Cost | User Managed | Remote Managed |
|--|-----------------|----------------|
| Software | £ | no cost |
| Hardware and Installation | £ | £ |
| Annual Access Control Costs | User Managed | Remote Managed |
| Host Software | £ | no cost |
| Employee Training | £ | no cost |
| Software Administration | £ | no cost |
| IT Infrastructure (Server, Back-up, Redundancy) | £ | no cost |
| Anti-Virus Protection | £ | no cost |
| System Maintenance | £ | no cost |
| IT Personnel (1 Administrator / 20% of Time / £30K Annual Salary) | £ | no cost |
| Additional Ongoing Costs | User Managed | Remote Managed |
| Re-training Employees Operating System Updates Host Software Updates Security Patches | £££ | no cost |
| Total Cost for One Year | ££££££££ | £ |

Managed Video Opportunity

- Alarm Monitoring
- System Health Check
- Remote Back-up
- Remote DVR Configuration
- Integration with all security on site
- Enterprise Scalability



Managed Intrusion Opportunity

- Programming via PC using intuitive Windows environment
 - Direct connect via a USB cable or remotely with Ethernet/Phone line
- PC Based interface for easy remote control
 - Check system status from a central location
 - Arm and disarm remotely from a PC
 - Receive SMS messages for system status



Dealer Benefits

- Win More Business
 - Reduce quotation value
 - No Cost for PC or Software
 - No Training Costs
 - Reduced Installation Costs
 - Increase Customer Retention
 - Value added services keeps customers longer
 - Reduce Competitive Takeovers
 - Makes it harder for competition to take over accounts



Additional Dealer Benefits

- Reduce Installation Costs
 - Remove the PC from the customers installation
 - No pc/hardware compatibility problems
 - No software upgrades
 - No Microsoft issues
 - No Virus issues
 - No Training Required
- Minimize Service Costs
 - Service most customers from central location
 - No PC on-site means less problems
- Stay Closer to your Customer
- Generate Recurring Monthly Revenue



End User Benefits

- 24 hour protection
- Knowledge that systems are working correctly
- Notification of critical system events
 - Signal loss
 - Hard disk errors
 - Environmental warnings
 - System restarts
- Reduced system 'down time'

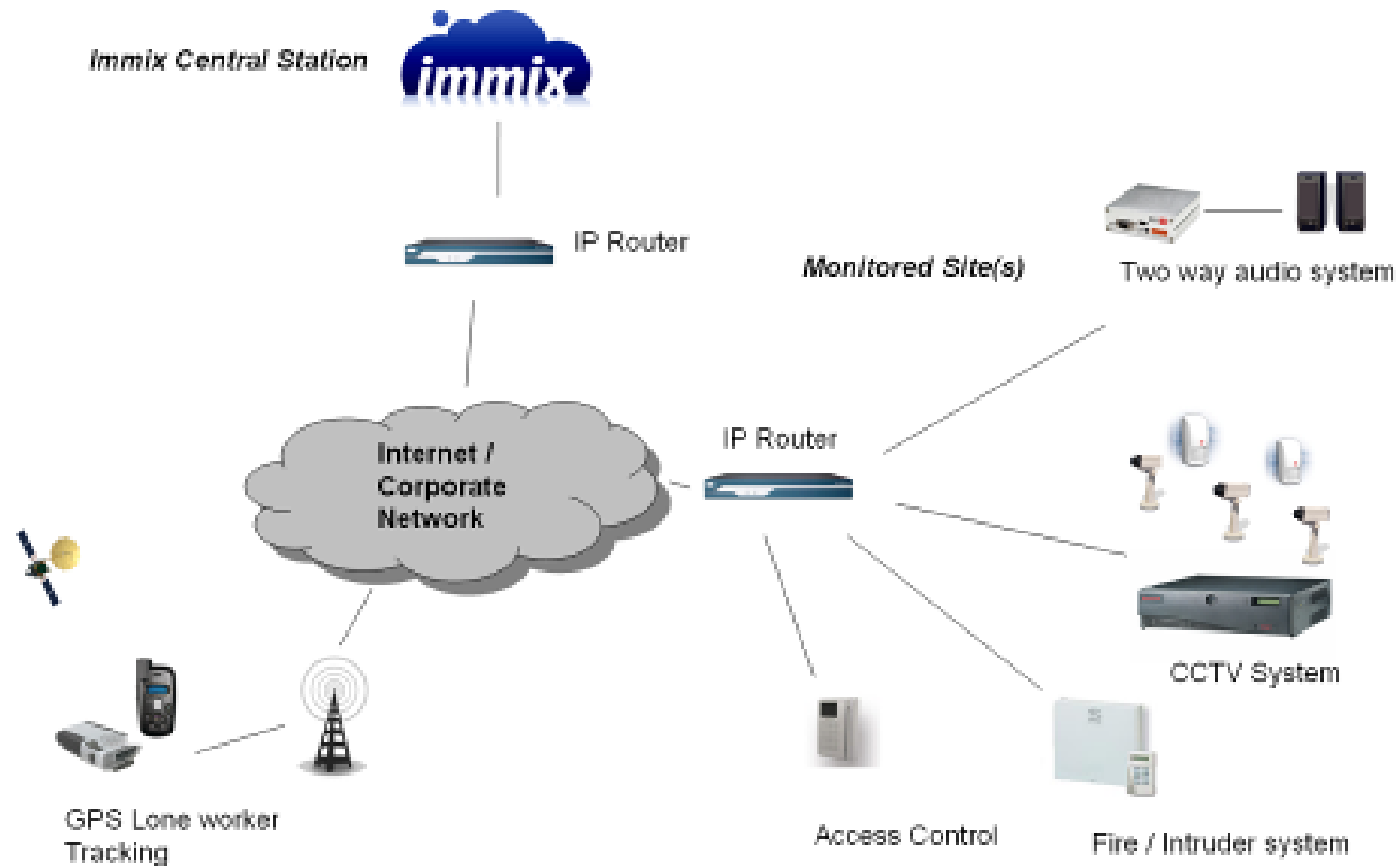


Additional End User Benefits

- Trouble Free Service
 - No programming, training, re-training, IT issues, software upgrades
- Instant Response
 - Remote management, notification, reports, alarms and system health checks
- Guarantees
 - Peace of mind and future proofing
- Reduced cost of ownership



Integrated Solutions in Practice



Managed Service Opportunity

- **Efficiency through the use of software to manage all security aspects of the monitored sites**
 - Full service monitoring for remote sites and staff
 - Freedom of technology deployed
 - Scalable to many thousands of remotely sites - control room is only connected to the site when in alarm or undertaking a value added service.
 - Efficient use of operator resources.
 - Enables selling of additional services such as virtual guard tours and protected entry.
 - Single platform to use. Full Audit trail.

Freedom of Technologies



Providing remotely managed services through Central Station Software

1.

The screenshot displays the SureView immix software interface. At the top, the 'immix' logo is prominent. The interface includes a 'Current User' section with details for 'User: Craig Evans', 'Logged in at: 11/05/2011 16:42:01', and 'Currently connected to: localhost/MIMDC'. To the right, the 'Site Status' section shows 'Disarmed Sites: 0', 'ECare Fail Sites: 0', and 'Armed Sites: 7'. Below this, the 'Alarm Queue' table lists three entries:

| Time | Site | Event | Priority |
|----------|--------------------------------|-------------------------------------|----------|
| 18:42:00 | PR Solutions - Tampa office | Fire alarm - Alarm | 2000 |
| 18:42:08 | Biscayne Medical - Head office | GPS Panic Button - Bolt:SZS - Alarm | 1000 |
| 18:42:12 | PR Solutions - Swensen office | Door held open - Alarm | 100 |

Below the alarm queue is a 'Scheduled Patrol' section with tabs for 'Scheduled Patrol', 'Sites on Test', and 'Parked Events'. The 'Scheduled Patrol' table is currently empty. At the bottom, the 'Sites in Use' section shows a table with columns for 'Time', 'Site', 'Event', 'User', and 'Priority', which is also empty. A 'Welcome to Immix' message is visible at the bottom left of the window.

- All alerts from all systems automatically forwarded to Central Station software

Efficient and effective handing of alerts using CS software

The screenshot displays the 'Site Monitor' software interface for 'Swansea office'. It features a central video feed (1) showing a person walking through a doorway. To the right is a 'Tours' panel (2) with buttons for '1. Outside (Analytics)', '2. Outside (Tour)', '3. Gate', '4. Indoor 1', '5. Indoor 2', and '6. Indoor 3'. Below the video feed is an 'Alarms' table (2) with the following data:

| Time | Priority | Details |
|--------------|----------|------------------------|
| 28/10/200... | 100 | Door held open - Alarm |

At the bottom right is a map (4) showing the building's location. The interface also includes a 'Current Queue' at the bottom: 'Current Queue : 0 unanswered alarm(s) and 0 patrol(s)'. Arrows labeled 1, 2, 3, and 4 point to the video feed, the camera list, the detailed video view, and the map, respectively.

- Alarm CCTV loop automatically captured and displayed to operator
- Alarm details collated on the site
- Live CCTV video of situation on site from any supported video device
- Map showing exactly where the event is taking place within the site

Providing value added services through CS Software

The screenshot shows the 'Site Monitor' interface for 'Swansea office'. A video feed shows a person walking through a hallway. A 'Details' window is open, displaying information for a staff member named Ryan Williams. The 'Details' window includes a photo of Ryan Williams and the following information:

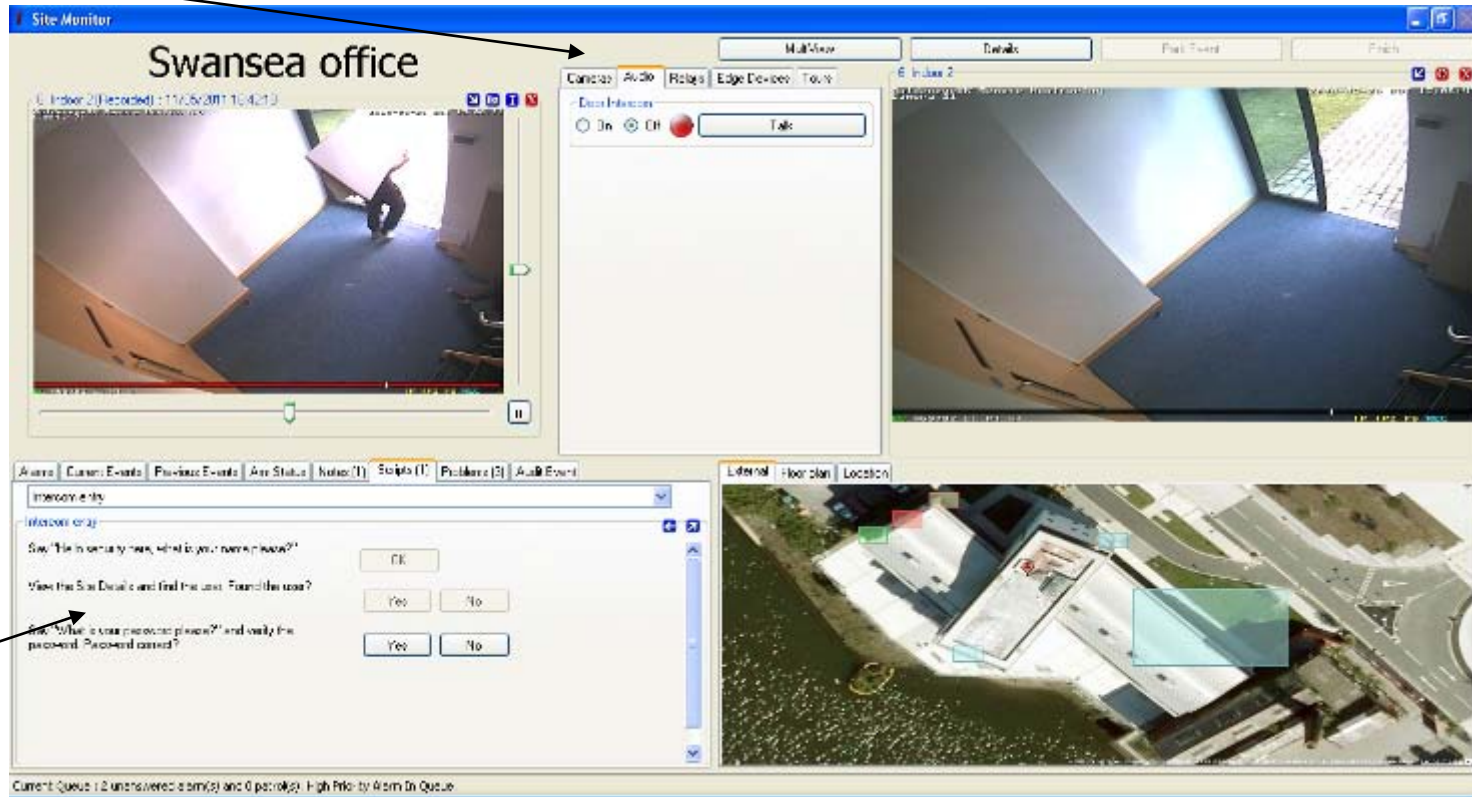
| Name | Type |
|---------------|------------|
| Shane Jones | Site Staff |
| Ryan Williams | Site Staff |

Name: Ryan Williams
 Email: ryan.williams@prsolutions.
 Address: 2 Llyn Afanc Morriston Swansea SA6 6TX
 Telephone: 01792 273454
 Mobile: 0775683245
 Fax:
 Type password here:

- Information on valid site staff available and immediately to hand

Ensuring Consistent Managed response through CS Software

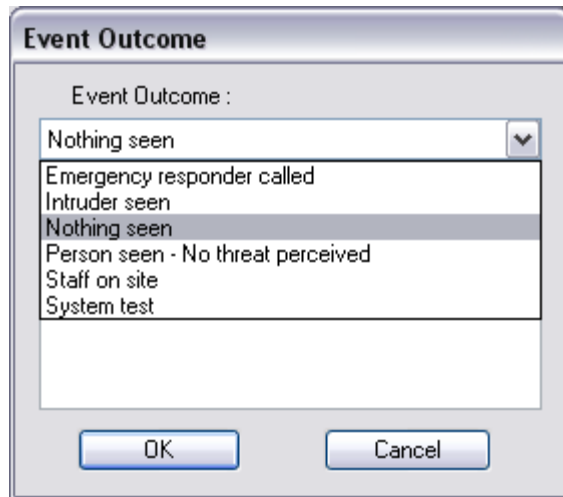
1.



2.

- Full two way audio to enable operator to interact with site
- Operator scripting enforced ensuring a consistent response to all alarms

Secure Police recognised audit trail



immix Private and Confidential

Seacroft office
Tachstone 1
Kings Road
Seacroft
UK

UL Category : Burglar Central Station
Not secure line
Station does not have site keys
Response Time : 30 minutes.

Event Summary Report
Global Resolution - Intruder seen - Called responder who stopped a break in before it happened.

08/05/2011 10:53:58 - 09/05/2011 11:21:19

| Time | Details | Elapsed Time |
|---------------------|---|--------------|
| 09/05/2011 10:53:58 | Access Denied - Alarm | 00:00:00 |
| 09/05/2011 10:53:58 | Started processing by Craig Evans | 00:00:02 |
| 09/05/2011 10:53:58 | Camera Viewed - 4 Door | 00:00:03 |
| 09/05/2011 10:59:45 | Alarm acknowledged by User - Access Denied - Alarm | 00:02:50 |
| 09/05/2011 10:59:48 | Camera Viewed - 1 Outside (Acoustic) | 00:02:52 |
| 09/05/2011 10:59:50 | Camera Viewed - 2 Outside (Tour) | 00:02:55 |
| 09/05/2011 10:57:02 | Camera Viewed - 3 Intercom | 00:03:07 |
| 09/05/2011 10:57:15 | Camera Viewed - 5 Indoor 1 | 00:03:19 |
| 09/05/2011 10:57:45 | Camera Viewed - 3 Intercom | 00:03:50 |
| 09/05/2011 11:01:17 | MailView Opened | 00:07:22 |
| 09/05/2011 11:01:34 | MailView Closed | 00:07:39 |
| 09/05/2011 11:01:34 | Camera Viewed - 5 Indoor 2 | 00:07:39 |
| 09/05/2011 11:01:45 | Audio Started - Door Intercom | 00:07:50 |
| 09/05/2011 11:01:49 | Audio Stopped - Door Intercom | 00:07:54 |
| 09/05/2011 11:01:55 | Audio Started - Door Intercom | 00:08:00 |
| 09/05/2011 11:02:04 | Audio Stopped - Door Intercom | 00:08:09 |
| 09/05/2011 11:03:31 | Details Viewed | 00:09:36 |
| 09/05/2011 11:04:49 | Disarmed Door Inset (I) - Faulty device (1 hour) | 00:10:54 |
| 09/05/2011 11:07:49 | Camera Viewed - 1 Outside (Analytics) | 00:13:54 |
| 09/05/2011 11:07:51 | Camera Viewed - 2 Outside (Tour) | 00:13:56 |
| 09/05/2011 11:07:53 | Camera Viewed - 3 Intercom | 00:13:57 |
| 09/05/2011 11:07:54 | Camera Viewed - 6 Indoor 2 | 00:13:58 |
| 09/05/2011 11:09:07 | Armed Door Inset (I) | 00:16:01 |
| 09/05/2011 11:12:17 | Audio Test - Watching staff leave site | 00:18:22 |
| 09/05/2011 11:12:44 | Details Viewed | 00:18:49 |
| 09/05/2011 11:17:31 | Investigator Dispatched - Jim Evans (ID - 4 Hour incident so dispatched by radio | 00:23:36 |
| 09/05/2011 11:17:44 | Investigator Arrives On Site | 00:23:40 |
| 09/05/2011 11:18:00 | Investigator Leaves Site - (ID - 32min setting (Added at 08/05/2011 11:18:04) | 00:24:04 |
| 09/05/2011 11:18:52 | Details Viewed | 00:24:50 |
| 09/05/2011 11:19:02 | Notified Police Department 01762 482 888 (ID -) - No Answer | 00:25:07 |
| 09/05/2011 11:19:19 | Notified Police Department 01762 482 888 (ID - PC234236) - Going to site - PC Smith | 00:25:24 |
| 09/05/2011 11:21:19 | Finished Processing event - Intruder seen - Called responder who stopped a break in before it happened. | 00:27:24 |

Created by Craig Evans Page 1 of 1 11/05/2011 17:02:00

Every alarm event is assigned an outcome

Full audit trail of every operator action taken during event

Provision of Mobile services



- Mobile apps enables a real time response from interested parties
- Reinforces the value that remotely monitoring provides the customer

Managed Service Solutions

immix
by SureView
systems



Honeywell Video



Central Station Software



Honeywell Access Control



Honeywell Intruder



IFSEC 2011

Honeywell Security and SureView Systems

Hall 4 Stand E80

SureView.
systems

Honeywell