

Responsive Personalized Service
Member-Owned Central Alarm Monitoring Station



Alarm dealers manage a delicate balance everyday: Maintain the confidence of your customers at their most vulnerable and rely on a personalized, efficient, and technically responsive partner you can trust.

As an award-winning central station, Cooperative Response Center, Inc. (CRC) leverages technology to benefit you and your customers. Unlike other alarm monitoring centers, CRC is dealer-owned, so you are always in charge. We have the expertise that comes with experience. At CRC, your customers are our customers.



Security Alarm Monitoring

Round-the-clock superior service



Environmental Alarm Monitoring

Integrated, customer-centric operations



Leveraging New Technology

Reliability and redundancy you can trust.

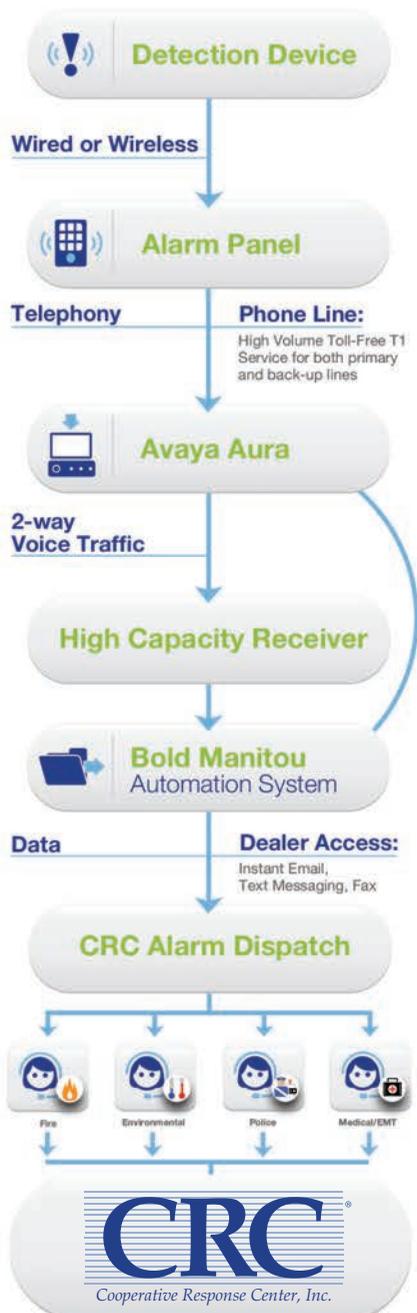


Customer Service

Professional, dedicated, certified operators

UL-Listed
alarm monitoring
center with
redundant systems,
networks,
and sites.

Alarm Monitoring Solution



Responsive Personalized Service

Since 1992, CRC has built its foundation and success on offering not only contact center services to the utility industry, but also professional alarm monitoring services as well. We understand the specific operational and service needs that are unique to your business and possess the experience, expertise, and technology platform to meet your expectations. CRC's heritage is based on keeping your employees, customers, and assets protected and secure. CRC's UL-listed alarm monitoring center is a Five-Diamond certified operation by The Monitoring Association (TMA).



Security & Environmental Alarm Monitoring

Digital Formats: Because we've been monitoring alarms since 1992, we have supported and continue to support all of the dial-up digital communication formats. If you can program it into your alarm panel today, we can support it.

POTS-Alternative Solutions (TCP/IP, Radio, AES Mesh Network, Cellular): We support several alternative solutions to POTS (dial up) communications for both primary and secondary alarm communications (radio, GSM, cellular, IP monitoring).

Expanded Two-way Voice Alarm Monitoring Capabilities: CRC supports two-way voice boards from many of the top manufacturers. With such expanded capabilities, we're confident we support a two-way voice alarm monitoring solution that will exceed your expectations.

Video Verification Asset Monitoring

It's true, video-verified alarms are given a higher priority by 911-emergency agencies and dispatched more quickly than unverified alarms. CRC provides real-time video verification alarm monitoring throughout the United States. The service includes Pan, Tilt, Zoom (PTZ) camera monitoring with remote access, cloud-based video verification systems, or static IP cameras. Video verification systems are connected via IP or cellular network and are triggered by a thermal image that detects a heat signature. Typical systems can be armed and disarmed remotely or at the system's site.

Whether it's a remote worksite, construction site, school, office, house of worship, residential home, or outdoor asset - CRC has the technology and experience to effectively monitor your video verification systems.

Benefits of video verification include:

- Reducing and preventing theft, vandalism, and exposure to additional liability
- Higher priority dispatch for 911 emergency agencies with "crime-in-progress" verification
- Reducing false alarms and saving public 911 dispatch resources
- Providing end-users and law enforcement with tangible, useable information
- Reducing end-user insurance premiums

Panic System Monitoring

With the improvement in cellular technology and an increasing need for employees, students, and other at-risk populations to be vigilant regarding violent threats, static and remote (cellular) panic alarm systems, also known as hold-up alarms or panic buttons, are becoming more prevalent. The purpose of a panic alarm is to allow a person under duress to quickly and silently call for help in the event of an emergency or when it may be unsafe or uncomfortable to call for help using other methods.

SCADA System Monitoring & Managed Dispatch

As an extension of your business operation, CRC's alarm monitoring center can receive critical process SCADA notifications from your system 24/7/365. Using advanced alarm processing automation software, CRC can receive the notification and follow a specific notification-dispatch protocol depending on time of day, day of week, and specific alarm condition that is received.

CRC will document and embed the dispatch protocol of each monitored condition and device in our alarm automation system prior to active monitoring. When an alarm is received, CRC will follow the established dispatch protocol and notify the appropriate personnel.

CRC has the flexibility and interactive tools to allow you to alter on-call schedules regarding who is notified for each type of conditional alarm and device. We understand that your business is complex and maintain the flexibility to respond to each alarm uniquely.

Benefits of SCADA Monitoring and Managed Dispatch:

- Reduce after-hours payroll
- Offer faster response to critical system conditions
- Receive confirmed notifications via text, email and phone
- Reduce additional service disruptions and minimize those that occur

Customer Service You Can Rely On

Want to know the difference between CRC and other alarm monitoring centers? Simple, it's our professional, dedicated staff and integrated customer-centric operation focus. CRC's operators and dispatchers understand the critical, technical requirements of sophisticated alarm systems, allowing them to provide best-in-class service for every alarm signal received.

Interactive Dealer Services

CRC utilizes Bold™ automation software, allowing dealer-owners several benefits. At CRC we know it's vital to have data you can use to manage your business. Dealers have access to:

- **BoldNet™** - Secure web-based portal to make account additions, changes, as well as view account/system activity in real-time.
- **BoldNet Mobile™** - Secure mobile application allowing dealer to put systems on test and view zone data in real-time without the assistance of the monitoring center
- Master file reports
- Opening/closing reports
- Customer/subscriber history reports
- Customer count report with active/inactive status
- Add/delete report

Why CRC?

Value

CRC is the cost-effective solution to provide professional UL-listed alarm monitoring.

Innovation

Keeping up with the rapid pace of new technology is a priority at CRC.

Reliability

Prepared for disaster, but more important, we're prepared for everyday.

Experience

Dealer-owned since 1992, CRC has the know-how to ensure seamless central station continuity.

Commitment

Building strong relationships while providing outstanding customer support.

Service

By focusing on the human side of technology, CRC has merged the benefits of personalized service with the cost savings of advanced alarm monitoring systems.

Integration

CRC recognizes and understands the technical complexity of alarm monitoring and offers the solutions you and your customers need most.

Cooperative Partner

CRC lives the same core principles that makes your business successful. Because we're dealer-owned, you remain in control of your accounts. Always.



A History of Service. A Heritage of Success.

Since its founding in 1992, CRC has helped define the reliability of professional alarm monitoring. Dealers and utilities across the country tell us why CRC is their monitoring partner of choice, and it isn't because we're the biggest. They choose CRC because of our personalized service, experience, use of reliable technology, and best-in-class service.

Our experienced CRC team builds and maintains strong relationships by earning and keeping our members' trust. For over 25 years, we have delivered responsive, business-building support and subscriber monitoring. Our experience has taught us that success is a result of doing things the right way.

When you choose CRC, we make a commitment to you to provide more than our well-known support. We partner with you to give your customers superior monitoring while giving you full access to resources, including time-saving tools like BoldNet™ to help your business grow.

Focusing on the **Human** Side of Technology.®

