

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 third-party central station, Cooperative Response Center, Inc. (CRC) has the expertise that comes with experience. Unlike other monitoring centers, CRC is a dealer-owned central station, so you are always in charge. At CRC, your customers are our customers.



Security Alarm Monitoring



Environmental Alarm Monitoring



Video Verified Asset Monitoring



Customer Service

Responsive Personalized Service:

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

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 Central Station Alarm Association (CSAA).



Alarm Monitoring Solution



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 2-Way Voice Alarm Monitoring Capabilities: CRC supports 2-way voice boards from many of the top manufacturers. With such expanded capabilities, we're confident we support a 2-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 non-verified alarms. CRC provides real-time video verification alarm monitoring for utility companies throughout the United States. Remote utility asset

infrastructure, equipment yards as well as local offices and warehouses alike can be monitored using video verification systems.

Prevent theft, vandalism, and exposure to additional liability using either an advanced video surveillance system (with pan, tilt, zoom capability which allows you to look in on the system anywhere you can access the internet) or a fixed-camera intrusion detection video alarm system. Both types of systems transmit alarm signals directly to our monitoring center's automation system. All alarm systems are viewed in real-time and dispatched by dedicated CRC alarm monitoring operators to your local 911 emergency agency.

Most video verification systems can be connected via IP or cellular network and are triggered by an infrared and/or motion sensor(s) that detects heat. Typical systems can be armed and disarmed remotely or at the system's site.



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 utility notification-dispatch protocol depending on time of day, day of week and specific alarm condition that the device is signaling.

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

CRC has the flexibility and interactive tools to allow utilities 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.

Reduce payroll, offer faster response to critical system conditions, and receive confirmed notifications with assurance that, dependent on the alarm condition presented, the correct utility professionals will be notified – with the added benefit of potentially reducing additional service disruptions and minimizing those that occur.

Customer Service You Can Rely On

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

CRC utilizes Bold™ automation software, allowing dealer-owners several standard and customized reports. At CRC we know it's vital to have data you can use to manage your business. Dealers have access to master file reports, opening/closing reports, customer/subscriber history reports, unused alarm reports and virtually any other ad-hoc report. In addition, all dealers receive these services:

- **Subscriber Count Report** – account names/numbers and active/inactive status
- **Referral Class Code Report** – customizable class codes and account name/number
- **Add/Delete Report** – account name/number for new or deleted accounts

Our belief in efficient service and dedication to our dealer-owners include these additional features:

- **Mobile application:** BoldNet Mobile™ allows dealer to put systems on test and view zone data in real-time without the assistance of the monitoring center
- **BoldNet™:** Secure web-based portal to make account additions, change, as well as view account/system activity in real-time.
- Automated confirmation of account changes.



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 20 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.®



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