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CENTRAL MONITORING

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Alert



Verification



Incident

What is Central Monitoring? Central Monitoring is a security, surveillance and operational monitoring service for homes, retail outlets, banks, educational institutions, warehouses, industrial units, offices, vehicles and any other form of residential or business establishment. Intelligent devices and sensors installed at the customer's premises can identify an intrusion, fire, panic alarm, medical alarm, unauthorized access, vehicle route deviation etc. and send an alert to our central monitoring station. Upon receiving an alert, our monitoring officers study the alert information received and monitor live video and audio from the customer's site. If necessary, they call the customer for verification. Then our monitoring officers take appropriate action and inform the customers emergency contacts by phone, SMS and email. We can also call the police, fire brigade and medical emergency services. Meanwhile, crime can be deterred via 2 way audio communication through a mic & speaker at the site. We will stay in touch with the customer till the incident is resolved, documented and finally closed. There are many additional features of central monitoring including scheduled monitoring during the day or night, routine checks, guard monitoring, elderly care watch, child & maid monitoring to name a few.

Action



Reporting & Closure



Resolution



Applications	Alarm Monitoring	Guard Monitoring	Child Monitoring	Medical Help	Elderly Care	Operational Efficiency	Vehicle Monitoring	Automation
Residential	👍	👍	👍	👍	👍		👍	👍
Corporates & Offices	👍	👍		👍		👍	👍	👍
Retail	👍	👍		👍		👍	👍	👍
Industrial	👍	👍		👍		👍	👍	👍
Warehouses & Godowns	👍	👍		👍		👍	👍	👍
Bank Branches, ATMs and Currency Chests	👍	👍		👍		👍	👍	👍
School & Educational Institutions	👍	👍	👍	👍			👍	👍
Vehicles	👍			👍		👍	👍	

Services



Alarm Monitoring: Electronic security systems like intruder alarm systems, fire alarm systems, CCTV surveillance systems and access control systems can raise local alarms and send notifications like call and SMS to emergency contacts in case of any trigger, however such notifications can be missed if you or the emergency contact are busy in your daily routine or if such alerts are raised during the night. Securico's monitoring officers conduct 24 X 7 alert based monitoring for intrusion, panic, fire, medical and surveillance alarms and can take appropriate actions like effective intimation of the emergency to your family & friends, the police, fire brigade or medical emergency services hence ensuring that alerts are not left unattended and proper action is taken on each and every alert. Our monitoring officers are away from the site and are equipped with advance software tools to ensure that quick, effective action is initiated and taken.



Guard Monitoring: Guards are entrusted with the security of our lives and assets; however they have not proven to be very efficient and are themselves exposed to the danger of being attacked. Our monitoring officers can increase the efficacy of guards by monitoring their attendance, regular presence checks, ensuring that proper patrolling is being done and by arranging help and backup for them in case of any emergency.



Child Monitoring: We can help keep an eye on your child when you are not around. Our monitoring officers will do the monitor your premises at regular intervals and keep an eye on the conduct of maid and other servants with your child. There are different packages with varying intervals between monitoring and the duration of each monitoring event. We will send you a detailed report along with the snapshots of the daily activity on a daily, weekly or monthly basis.



Medical Help: If any medical emergency arises and is reported, our monitoring officers will receive an alert from the medical emergency buttons and can arrange medical help by informing nearby doctors, hospitals or calling ambulance service. This service can be extremely handy if you want to provide prompt medical assistance to your loved ones, for your employees in case you are a business owner, for students if you run an educational institution and many more.



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Elderly Care: Securico's Monitoring Services can be utilised to provide safety, security and medical assistance to senior citizens. In case of threat to their security or any medical emergency, the elderly can raise an alert with the help of panic/medical emergency switches based on the type of alert our monitoring officers will take appropriate action like informing family, intimating law enforcement agencies or arranging medical help by calling nearby doctors, hospitals or ambulance services.



Operational Efficiency: Various monitoring services can be utilized to increase the operational efficiency of your business. Such services include sending report of opening and closing time of the business premises, random checks on the conduct of the staff with the customers, keeping a track of the presence of admin staff, scheduled monitoring to verify the cleanliness and general activity of your business premise, special monitoring in case of activity in restricted areas etc. We can also automate the process of switching on/off of your glow signboard and help you in the optimization of the energy consumption of your business premises by keeping a check various parameters such as temperature levels inside your offices.



Vehicle Monitoring: Tracking of different type of vehicles such as private vehicles, transport vehicles, ambulances, cash vans, school buses, public and private taxis, public transport, logistics vehicles, transport and courier trucks, security agency vans, service vans, delivery vans, tourism buses etc. can be undertaken by utilizing Securico's Central Monitoring Services. If any deviation is observed from the predefined route or if any emergency is reported on board the vehicle, our Security Officers can follow pre decided set of procedures like informing concerned authorities, dispatching response teams or other law enforcing agencies. Apart from route deviations our monitoring officers can also respond to panic alerts received from the panic buttons placed inside the vehicles and can even see and talk to the occupants with the help of our onboard vehicle CCTV surveillance system and two way audio communication.



Automation: With the help of intelligent automation systems, our monitoring station can automatically or manually can turn on/off electrical devices like glow sign boards, entry lights, fans, ACs and lights of your home or office at pre defined time and thus help you in optimizing your energy consumption and reducing the wastage of electricity.

Applications



Residential

Our monitoring officers are alert and on the look out when you & your loved ones are at home, whether awake or asleep and when you're out of your home during the day or away on vacation.

Our monitoring officers conduct 24 X 7 alert based monitoring for intrusion, panic, fire, medical and surveillance alarms with intimation of the emergency to your family & friends, the police, fire brigade or medical emergency services. If work or social obligations often keep you away from home, we also offer child & maid monitoring services and elderly care watch services where we can send you snapshots of what's going on at home at scheduled intervals or on demand. We can also help you keep an eye on your helping staff and security guard.

In case of a medical emergency, we can receive a medical alert through medical emergency switches installed in your home and call your emergency contacts, doctor, the local hospital and request for an ambulance.

Corporates & Offices

It is not practical to be physically present and keep a watch on your business 24/7. Let us know what you want to monitor and we'll help you achieve that without you having to be present at the office. We can help you monitor staff activity, general office environment, improve work quality and overall operational efficiency.

There are also security risks involved; a corporate needs to protect its physical assets as well as data and confidential information. This protection is needed from both theft and fire. Depending on the type of emergency, our monitoring officers will inform the police, fire brigade or other suitable authorities as well as concerned company officials. We can also help maintain records of housekeeping and if you have a security guard, we can keep a record of his attendance and offer guard monitoring services to monitor activity and safety of your security guard.



Warehouses & Godowns

Warehouses and godowns stock large amounts and high values of stock and are therefore under constant threat of burglary, robbery, pilferage and fire.

Security guards are sometimes employed however a guard may not be able to do much on his own, especially if he is under attack himself or even involved at times. Central monitoring services can help protect stocks and employees through 24X7 alert based monitoring of warehouses as well as scheduled health & video monitoring along with two way audio communication and live video view to validate the incident and deter intruders & criminals. In addition to this, we also have services that help monitor internal staff working behaviour and efficiency and can inform you whenever there is stock movement in or out of the warehouse by monitoring the shutters and doors 24X7.



Bank Branches, ATMs and Currency Chests

Bank branches, ATMs and currency chests usually already have intruder alarms, fire alarms and CCTV systems installed.

Adding monitoring services further enhances these conventional security systems. Whether the branch, ATM or currency chest is operational or closed, with round the clock alert based monitoring, we would receive an alert with detailed information on any emergency in the bank premises and immediately inform the police or fire brigade as well as inform concerned bank officials. Live Video verification and two way audio communication is used to authenticate the incident, to deter the crime and scare intruders and criminals away.

Value added services for banks include guard monitoring, attendance management of housekeeping, cash replenishment and security agencies, monitoring location cleanliness, snapshots at fixed intervals and more.



Retail

When you lock up your shop or showroom at the end of the day, there's often that underlying fear of a chance of burglary. You have to rely on your lock, whether you put one or two doesn't really make that much of a difference.

With Securico monitoring services, there's no need to worry about your shop/showroom being unattended over night. Our officers have eyes and ears on your business if anything unfortunate were to take place and can help deter any intruders away. During operational hours, our monitoring services can offer support in case of a robbery, report what times your business opened and closes, give you scheduled reports with snapshots of workplace activity to help you keep an eye on the conduct of the staff with customers & the overall cleanliness of your outlet and anything else you would like to monitor compliance for. If you want even more, we can also maintain records of operation times of your glow sign and let you know in case the temperature in your retail outlet is too high or low!



Industrial

Though it is possible to view live and recorded camera feeds from a mobile phone, tablet or remote PC, these facilities are usually used either in case of an incident or on a random basis every now and then. With our central monitoring services, we can simplify the process and send you snapshots from required cameras either at regular intervals or at the end of the day enabling you to get a glimpse of a whole days activity in just a couple of minutes. We can even go a step further and actually monitor some critical areas and activities for you on alert or interval basis.

In case of a burglary or robbery attempt or in case of fire detection, an alert can be sent to our central monitoring station from an alarm system and we will intimate the police and fire brigade and call concerned emergency contacts. We can also monitor your guard's activities and let you know if he needs help too.



School & Educational Institutions

Safety and security of students is a growing concern and one of the main responsibilities of all educational institutions. The school/college/institute also needs to protect other assets such as computers, lab equipment and supplies, sports equipment, audio-visual equipment, books, confidential documents and exam papers from burglary and fire. In the event of an unwanted incident being reported to our monitoring station, our vigil monitoring officers can alert the appropriate emergency services and request them to take immediate action. These services also increase the safety of teaching and administrative staff at the institution. From a quality approach, we can monitor and record snapshots or download video footages of classrooms, common areas or high risk areas at planned intervals and send them to the principal or other concerned management to review as per their convenience from a smartphone, tablet device or PC.



Vehicles

Whether it's ambulances, cash vans, school buses, public and private taxis, public transport, logistics vehicles, transport and courier trucks, personal cars, security agency vans, service vans, delivery vans or tourism buses, each of these comes with its own security and safety risk. We can help monitor and reduce these risks with our centralized monitoring services for transport. These services include GPS based navigation and tracking, route mapping and deviation alerts, handling alerts from panic alarms from within the vehicle, high speed alerts and more. In case of vehicle theft, forced entry or internal panic alarm, our monitoring officers can help identify the vehicle location and even see and speak to the occupants through remote video access and two way audio communication.

