

AGORA CMS

CENTRAL MONITORING STATION



A SOFTWARE FOR YOUR ALARM RECEIVING CENTRE DESIGNED TO PROVIDE ADDED VALUE SERVICES TO YOUR CLIENTS



AGORA CMS IS A **UNIFIED MONITORING PLATFORM** FOR YOUR ALARM RECEIVING CENTRE THAT INTEGRATES YOUR CLIENTS' SYSTEMS, ADDING PROCEDURES AND ALLOWING YOU TO OFFER ADDED VALUE SERVICES.

OFFER NEW REMOTE SERVICES

OFFER NEW REMOTE SERVICES TO YOUR CLIENTS, SUCH AS REMOTE GUARD TOUR, ENTRY/EXIT MANAGEMENT, VIP TRACKING, LONE WORKER PROTECTION, VEHICLE ESCORT, SUPERVISED ACCESS CONTROL AND OTHERS.

TIME OF FIRST RESPONSE

IMPROVE ALARM HANDLING AND FIRST-RESPONSE TIMES USING VIDEO, AUDIO AND STANDARD PROCEDURES. REALTIME VIDEO ALLOWS YOU A PROMPT RESPONSE TO ANY SITUATION.

REDUCE OPERATIONAL COSTS

REDUCE OPERATIONAL COSTS BY REDUCING FALSE ALARMS WITH REMOTE ALARM VIDEO-VERIFICATION. DISTINGUISH PROMPTLY A FALSE ALARM AND AVOID UNNECESSARY DISPATCHING OF HUMAN RESOURCES.

IMPROVE PRODUCTIVITY

IMPROVE PRODUCTIVITY WITH A UNIFIED AND OPEN PLATFORM. OPERATORS WILL HANDLE A SINGLE PLATFORM WITHOUT ACCESSING INDIVIDUALLY TO EACH SYSTEM.

CUSTOMISE SERVICES

CUSTOMISE SERVICES WITH SPECIFIC PROCEDURES USING CONFIGURABLE AND DYNAMIC WORKFLOWS THAT GUIDE THE OPERATOR WITH STEP-BY-STEP INSTRUCTIONS

PROOF OF SERVICE

ENSURE THAT SERVICES WERE PERFORMED AND AUTOMATICALLY SEND OUT CUSTOMISED REPORTS TO EACH CLIENT. YOU CAN PERSONALISE THE REPORT WITH YOUR LOGO AND THE CLIENT'S LOGO.

BUSINESS INTELLIGENCE

MANAGE YOUR OPERATIONS BY MEASURING THE CONTROL ROOM'S PERFORMANCE WITH A POWERFULL BUSINESS INTELLIGENCE TOOL AND GUARANTEE SERVICE LEVEL AGREEMENTS.

PREVENT TECHNICAL PROBLEMS

PREVENT NEWER FALSE ALARMS BY MANAGING TECHNICAL ALARMS, SNMP STATUS INFORMATION AND PRO-ACTIVELY DISPATCH TECHNICAL TEAMS.



OUT OF THE BOX

CUSTOMISE AGORA TO YOUR BUSINESS AND OPERATIONS



INTELLIGENT WORKFLOW

GUIDING YOUR OPERATOR TO MINIMISE RISKS AND WRONG DECISIONS



BUSINESS INTELLIGENCE

AGORA MONITORS YOUR BUSINESS AND OPERATIONS



WEB INTERFACE

ADD NEW OPERATOR SEAT WITH JUST A BROWSER



IOT READY

INTEGRATES SEVERAL SYSTEMS FROM DIFFERENT VENDORS





ALARM VIDEO-VERIFICATION

THE WORKFLOW OF AGORA'S ALARM VIDEO VERIFICATION MODULE DISPLAYS A SET OF PREVIOUSLY CONFIGURED INSTRUCTIONS AND ACTIONS IN ORDER TO HELP THE OPERATOR **DISTINGUISH A FALSE ALARM** (FALSE POSITIVE) **FROM A TRUE ALARM** (TRUE POSITIVE). IN THE CASE OF A FALSE ALARM IT IS VERY IMPORTANT TO DETECT, AS SOON AS POSSIBLE, THAT IT IS FALSE TO **AVOID DISPATCHING HUMAN RESOURCES** TO THE REMOTE SITE AND/OR TAKING OTHER UNNECESSARY AND COSTLY ACTIONS. IN THE CASE OF A TRUE ALARM, IT IS EVEN MORE IMPORTANT TO **ENSURE A PROMPT AND THOROUGH RESPONSE** FROM THE OPERATOR.



VIDEO GUARD TOUR

AGORA'S REMOTE GUARD TOUR MODULE CAN REPLACE OR COMPLEMENT GUARD TOURS PERFORMED BY LOCAL GUARDS. GUARD TOURS CAN BE **SET AT A GIVEN TIME OR RANDOMLY**. AN OPERATOR CAN REMOTELY MONITOR A SERIES OF LOCATIONS, EITHER SINGLE OR MULTIPLE SITES. HE IS GUIDED THROUGH A **SERIES OF PREVIOUSLY CONFIGURED CHECKPOINTS** WITH RELEVANT INFORMATION (VIDEO, AUDIO, DOOR STATUS, OTHER DEVICE STATUS, ETC.) AND A **SET OF INSTRUCTIONS TO FOLLOW** AND/OR QUESTIONS TO ANSWER. AGORA'S OPERATOR GUIDANCE ENSURES THAT THE **OPERATOR PAYS ATTENTION TO EACH DETAIL AT EACH CHECKPOINT**.



REMOTE ENTRY / EXIT MANAGEMENT

AGORA'S REMOTE ENTRY/EXIT MANAGEMENT MODULE ALLOWS THE OPERATOR TO **GRANT OR DENY ACCESS** TO EMPLOYEES, SUPPLIERS, VISITORS AND SECURITY PERSONNEL BY FOLLOWING THE ORGANISATION'S STANDARD OPERATING PROCEDURES (SOPS). THE CONCIERGE MODULE DOES NOT REQUIRE THE EXISTENCE OF AN ACCESS CONTROL SYSTEM. THE OPERATOR **USES LIVE VIDEO AND AUDIO** TO PERFORM REMOTE IDENTIFICATION AND THEN TO GRANT OR DENY ACCESS. WHEN GRANTING ACCESS, THE OPERATOR GATHERS INFORMATION FROM THE PERSON AND REMOTELY OPENS DOORS AND/OR DISARMS INTRUSION SYSTEMS OR ZONES.



SUPERVISED ACCESS CONTROL

AGORA'S SUPERVISED ACCESS CONTROL MODULE ALLOWS THE OPERATOR TO **SUPERVISE ACCESS TO CRITICAL ROOMS** OR AREAS AND TO HANDLE THIRD-PARTY ACCESS CONTROL ERRORS LIKE CARD ERRORS, DENIED ACCESS OR OUT-OF-SCHEDULE ACCESS. AGORA'S OPERATOR GUIDANCE ENSURES THAT THE OPERATOR WILL FOLLOW THE PREDEFINED ORGANIZATION'S STANDARD OPERATING PROCEDURES (SOPS). **THE INFORMATION FROM THE ACCESS CONTROL DATABASE** (NAME, PHOTO, DEPARTMENT, ID, ETC.), COMBINED WITH LIVE VIDEO AND AUDIO, ALLOWS THE OPERATOR TO **PERFORM REMOTE IDENTIFICATION**. IN THIS WAY, THE OPERATOR CAN HANDLE ACCESS CONTROL SITUATIONS THAT REQUIRE INTERVENTION.



LONEWORKER SUPERVISION

WORKERS IN REMOTE ENVIRONMENTS CAN BE IN LIFE-THREATENING SITUATIONS. THE LONE-WORKER PROTECTION SERVICE ENSURES THAT WORKERS ARE NEVER ALONE. THE WORKERS WILL WEAR DEVICES THAT HAVE BUILT IN FUNCTIONS SUCH AS **MAN DOWN DETECTION, GPS EMERGENCY BUTTON**. THE RECEPTION OF ALARMS IN AGORA ALLOWS AN OPERATOR IN THE COMMAND CENTRE TO PERFORM A SEQUENCE OF CONTACTS ATTEMPTS. IN CASE OF NO ANSWER, THE NECESSARY PROCEDURES WILL BE ACTIVATED. **THIS SERVICE CAN SAVE THE WORKERS' LIFE**.



VIP TRACKING

VIP TRACKING SERVICE ALLOWS **GPS TRACKING OF A VEHICLE OR A PERSON**. IT DEPENDS ON THE DEVICE AND SERVICE YOU WILL IMPLEMENT. PANIC BUTTONS WILL BE CONFIGURED IN AGORA, AND AN OPERATOR IN A COMMAND CENTER CAN FOLLOW THE PROCEDURES TO ENSURE THAT THE PERSON/VEHICLE IS IN SAFETY. HE WILL **FOLLOW THE GPS COORDINATES, PERFORM A SEQUENCE OF CONTACTS ATTEMPTS**. THE PROCEDURES TO HANDLE A NO RESPONSE SITUATION CAN BE CUSTOMISED FOR EACH ORGANISATION OR PERSON.



SNMP STATUS INFORMATION

ALL DEVICES IN YOUR SOLUTION ARE CONNECTED. AGORA MONITORS AND **COLLECTS INFORMATION FROM DEVICES ON YOUR NETWORK**, SUCH AS TECHNICAL ALARMS OR CONNECTIVITY STATUS. THIS SERVICE WILL ASSURE THAT EVERYTHING WORKS WHEN NEEDED. THE OPERATOR WILL **ANTICIPATE PROBLEMS** WITH EQUIPMENT (BATTERY LEVELS, DISK FAILURE...) AND PRO-ACTIVELY DISPATCH TECHNICAL TEAMS WHEN NEEDED.



PROOF OF SERVICE

AGORA SOFTWARE ENABLES ORGANISATIONS TO **ENSURE PROOF OF SERVICE** FOR ALL CLIENTS THROUGH AUDIT TRAIL MODULE. AGORA RECORDS IN A DATABASE ALL THE RELEVANT OPERATORS' ACTIONS TOGETHER WITH ALL THE VIDEO & AUDIO ACCESSED. A USER WITH THE RIGHT PRIVILEGES CAN THEN ACCESS THIS **ARCHIVE TRAIL TO SUPERVISE AND AUDIT ALL THE ACTIONS** PERFORMED BY THE USERS AND REVIEW ALL THE VIDEO AND AUDIO THAT THEY ACCESSED.



TIME OF FIRST RESPONSE

AGORA CMS IMPROVES TIME OF FIRST RESPONSE DRAMATICALLY: OPERATORS ARE PRESENTED WITH ALL THE ALARMS IN PROGRESS, ORDERED BY DESCENDING PRIORITY AND CORRELATED BY SITE. WHEN AN OPERATOR STARTS HANDLING AN ALARM, HE IS **GUIDED STEP-BY-STEP WITH SPEED AND EASE** THROUGH ITS' RESOLUTION. THIS REDUCES FIRST RESPONSE AND ALARM HANDLING TIMES, AS WELL AS SIGNIFICANTLY REDUCING HUMAN ERROR, **SAVING MONEY AND REDUCING RISKS**.