

Group 4 Securicor Case Study



Intamac Systems Ltd have increased the security levels for its customers, by adding an automated manned response capability to their award-winning alarm monitoring service, Home Manager. This new service is the result of a partnership deal with Group 4 Securicor Patrol & Response, the UK's leading manned response company, and provides a new sales opportunity for approved and non-approved installers alike.

If an alarm activation occurs, Home Manager coupled with Group 4 Securicor Patrol & Response provides further peace of mind for homeowners. The Intamac Home Manager provides an automated alarm monitoring service, which in the event of an alarm, will send detailed 'Alert Messages' to the customers nominated contacts and keyholders, by SMS text message, email and voice call. If no response is received to the alarm, Home Manager can now be set to automatically alert the Group 4 Securicor Patrol & Response emergency control centre, who will despatch a local patrol officer to inspect the property. Customers can decide whether they want the Home Manager service to notify Group 4 Securicor instead of their keyholders, or only if their keyholders are unable to respond to an alarm. As with their keyholder contact details, homeowners can select and administer their own Group 4 Securicor options via their secure online Home Manager account, or by telephoning the Intamac Call Centre.

Intamac have provided two levels of manned response cover for their customers:

- 'Pay-As-You-Go' Alarm Response. For a small annual registration fee, installers can provide their customers with an external visual inspection service, from a patrolman who can call the police. The homeowner pays for the call-out time of the Group 4 Securicor patrolman.



- Full 'Keyholder' Service. Installers can offer their customers the added benefit of full Group 4 Securicor Keyholder service, with a patrolman who can enter their property, secure it from the inside and reset their alarm system.

"This new bundled service in association with Group 4 Securicor Patrol & Response highlights the increased capability, flexibility, and extra peace of mind we are delivering to homeowners with the Home Manager monitoring service. With the advancements we have made in affordable domestic camera systems, due for integration with Home Manager later in the year, 2004 is already shaping up to be a ground-breaking year for Intamac," says David Rimmer, Business Development Manager.