New York

RAPID RESPONSE
MONITORING

No Other Monitoring Provider In The Industry Has Invested More Resources In Pursuit Of Its Mission.

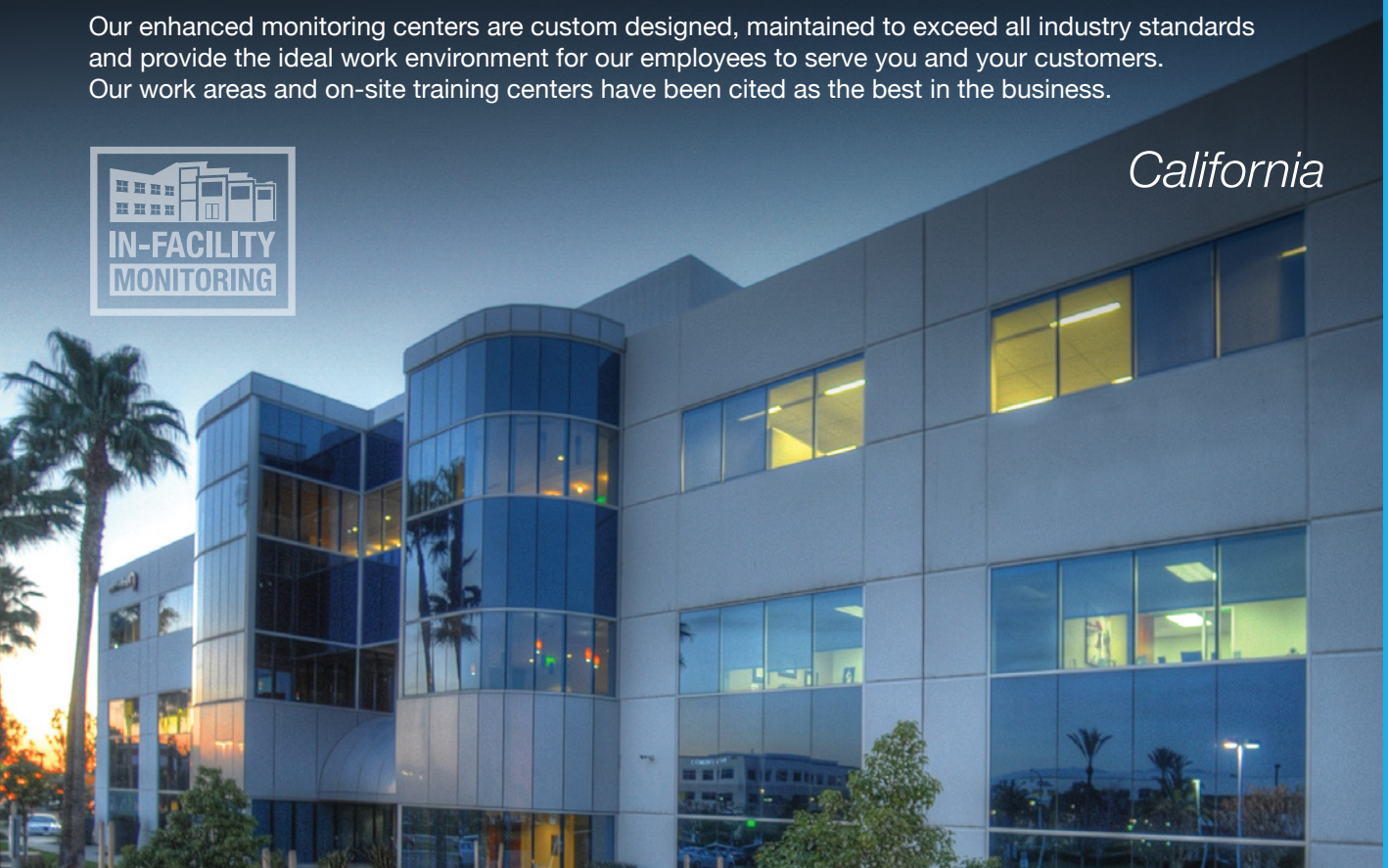
Since 1992, Rapid Response has been committed to having the most qualified, extensively trained personnel and the most advanced technologies available with the singular purpose of providing our Dealers and their customers with the very best monitoring services. Our mission is to protect lives and property and to ensure the safety and welfare of employees and families nationwide and internationally. No other monitoring provider in the industry has invested more resources in pursuit of this mission.

Today, Rapid Response is experiencing record-breaking growth while consistently exceeding the most stringent industry standards. These include UL and FM certification for our Monitoring Control Centers, Department of Defense accreditation, FDNY certification and more. Rapid Response is licensed in every state that requires a license for monitoring.

Our enhanced monitoring centers are custom designed, maintained to exceed all industry standards and provide the ideal work environment for our employees to serve you and your customers. Our work areas and on-site training centers have been cited as the best in the business.

IN-FACILITY
MONITORING

California



Compare Your Monitoring Service

rrms.com
800.558.7767

Compare

Your Monitoring Service

Rapid Response	Other Providers

Technology

Dealer Access

- [x] - RapidMobile: App for On the Go Account Management
- [x] - RapidWeb: Secure Web-based Account Management and Reporting Platform
- [x] - RapidLink3k: Local SQL Database Software

Customer Engagement

- [x] - rapidSMS: Text Message Notification Service (No App Required) – Cancel False Alarms, Dispatch Authorites, Group Chat, Call for Service, SOS, Marketing Collateral Toolkit, Branding
- [x] - MySecurity Account: Customer Web Access and Mobile App
- [x] - MySecurity Account Pro: Customer Mobile App for Multiple Accounts

- [x] In-house Software Development Team
- [x] Custom Software Development Services
- [x] Custom Integrations with Leading Industry Partners: CRM Solutions, Panel Manufacturers, Platform Providers
- [x] Mapping Tools, Voice (call) Recordings, On-demand Report Generator
- [x] E-mail Notification
- [x] Natural Language Speech Recognition Technology

Facilities

- [x] 75,000 Sq. Ft. Headquarters Facility
- [x] 35,000 Sq. Ft. Full Load Capable Redundant Facility
- [x] 15,000 Sq. Ft. Customer Care Center

Full-Load Monitoring Centers In Lockstep, Featuring:

- [x] UL Certification for UUFX, UUFO, CRZH, CRZM, CVSG
- [x] UL 1981 System Compliance
- [x] UL 827 and 827A
- [x] FM Approval
- [x] FDNY Approval
- [x] DoD Clearance and UL 2050 Certification
- [x] Licensed in All States Where Required
- [x] Redundant Power Systems: Quadruple Generators and Uninterruptible Power Supply Units Wired in Dual-Buss Configurations
- [x] Advanced Telecommunications with Facility-Respective Redundancies
- [x] Four Local Network Providers, Each with Multi-Layered Redundancies
- [x] Three Redundant Multiprotocol Label Switching (MPLS) from Independent Network Providers with Diverse-Routed Dedicated Private SONET Rings, Creating a 24/7 Link Between Facilities; High-Level Security and Multi-Level Carrier Redundancies
- [x] Advanced Network Security Systems: Endpoint Protection, Dual Email Security Gateways
- [x] Dual Palo Alto Networks Next Generation Firewalls Installed in High Availability Pair

People

- [x] Minimum Two-Year College Education or Equivalent Military Experience Required
- [x] Multiple Full Background Checks Completed Upon Hire
- [x] Pre-Employment Drug Screening (10 Panel Opiate Expanded) and Ongoing Periodic Testing
- [x] Personality Index Pre-Employment Assessment
- [x] Problem Solving Aptitude Testing
- [x] Six Weeks of Classroom and Adverse Situational Training
- [x] Leadership Development Program
- [x] All Monitoring Specialists Are Full Time with Benefits
- [x] Bilingual (English/Spanish) Specialists Always on Duty
- [x] EMD-Certification Is Mandatory for LifeSafety℠ Monitoring Specialists
- [x] Monthly Quality Assurance Reviews

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FL: EF0000213, IL: 127.001246, NV: NV20131073243, NY: 12000266592, OK: 648, OR: 0183, RI: 5875, TN: 834, TX: B09590, TX Fire: ACR-2020, VA: 11-2850, WA: 602 323 440