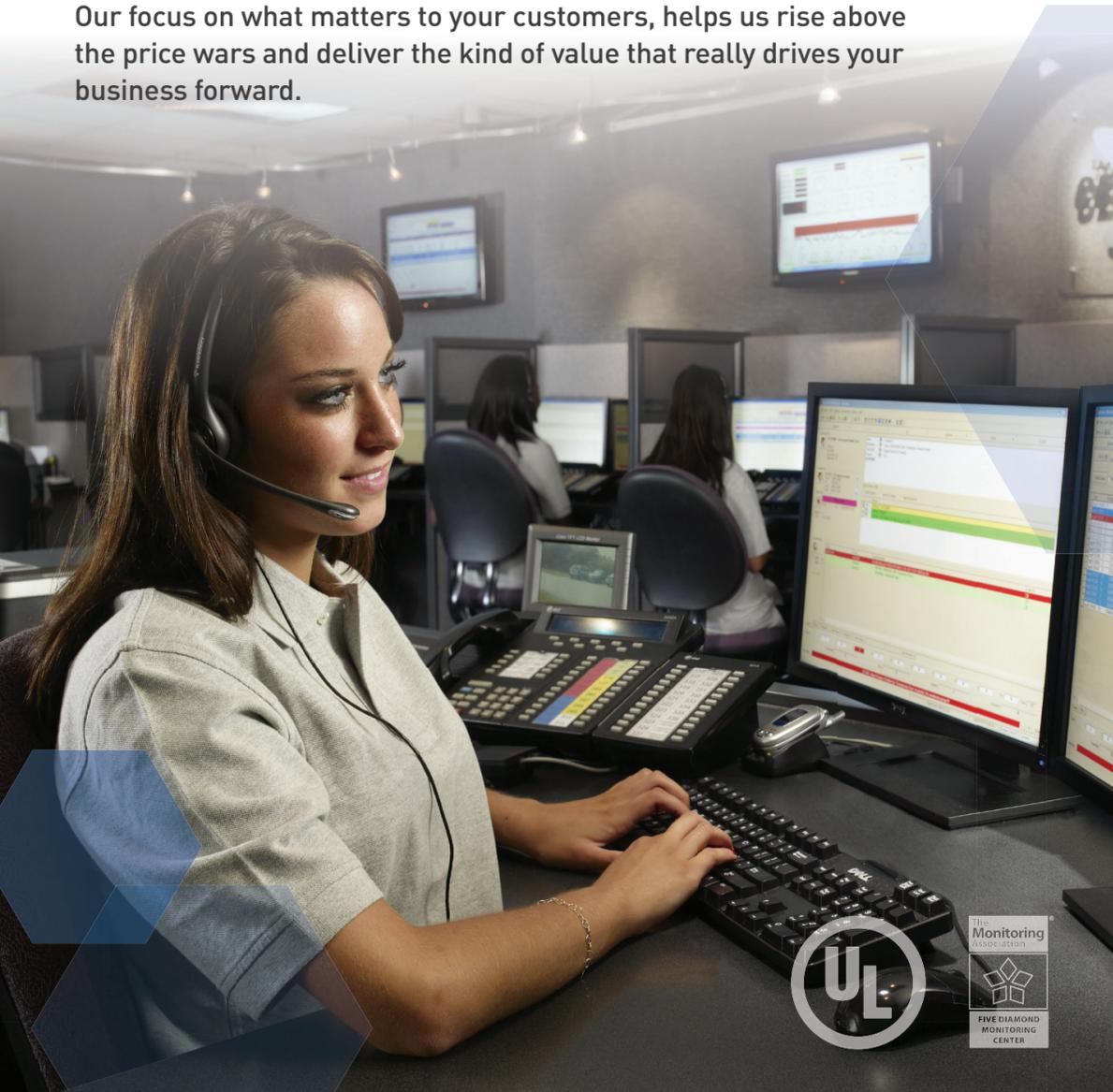
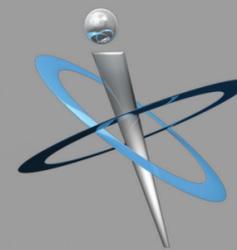


**WHEN YOU'RE IN THE BUSINESS OF LIFE SAFETY,  
THERE'S NO SUCH THING AS CUTTING CORNERS.  
SINCE WE FOUNDED CENTRALARM THREE DECADES  
AGO, THIS PHILOSOPHY HAS DRIVEN EVERY ASPECT OF  
WHAT WE DO.**

Moms, Dads, kids, grandparents, and working professionals—  
their safety and well-being inspires us to always seek out the most  
advanced technology and deliver premium service that's always on.  
Our focus on what matters to your customers, helps us rise above  
the price wars and deliver the kind of value that really drives your  
business forward.



\*See [www.centra-larm.com/worry-free-guarantee](http://www.centra-larm.com/worry-free-guarantee) for more details



[www.centra-larm.com](http://www.centra-larm.com)

994 Candia Road  
Manchester, NH 03034

866.899.2907

*Life Safety.  
Our passion is your advantage.*



**CENTRALARM**  
MONITORING

## What is Wholesale Central Station Monitoring?

It takes a passion for life safety. A commitment to the highest standards for both dispatchers and customer service. An impenetrable technology infrastructure called Infinus, to ensure zero downtime and keep your customers safe. Most importantly, it takes a partnership approach from a multi generational family business with over 50 years experience in the life safety industry. We only succeed, together.

We're a UL listed, TMA 5 Diamond Central Station. This means our facility has been constructed to, and is operated in accordance with the strictest standards. Our alarm response staff produce dispatch times among the fastest and most accurate in the industry, thanks to our ongoing operator training. Our customer success team are some of the most experienced in the industry, which is very important to supporting your office staff. From digital monitoring, IP or cellular, to our New England based AES radio network, we support all major formats and reporting technologies to keep your business a step ahead. We also offer ASAP to PSAP, in communities that support this service.

We're dedicated to bringing you a higher level of security and service – every minute of every day. We continue to seek new and improved industry standards to keep you on top of the latest security technology.



## The complete package, wrapped in a guarantee.

Let the competition chase trendy bells and whistles. We prefer to win you over in the big picture. To prove that we're not all talk, we back our service promise with a Worry-Free Guarantee in writing. If our service doesn't perform as promised, we will pay for your account migration back to your old central station.\* Companies that compete on price simply cannot deliver this level of assurance.

## Security Monitoring

Homes and businesses are more connected than ever. In the age of self monitoring, there is simply no replacement for the real thing. The combination of our TMA certified operators and our Infinus technology backbone, provide a level of protection and notification that your customers will count on.

## Fire Monitoring

We are NFPA compliant and UL listed ensuring the highest standards of commercial fire monitoring. Our hot redundant monitoring centers connected by Infinus, provide the reliable, fast response that is critical in the event of a fire. No one takes this more seriously than our founder and former fire chief, Stew Helmig.

## Medical Monitoring - PERS & MPERS

Since 1999, we've built a reputation as leaders in the Medical and GPS MPERS industries - ever since 2-way voice alarm panel technology began.

## GPS Monitoring

We have our own GPS monitoring/tracking platform called Centrack that can integrate with most any GPS tracking device. From asset tracking, to automobiles, our operators are well versed in the process of GPS security.

## Elevator Monitoring

Fully automated emergency calls, directly to an operator, so your customers get help when they need it most.



## Infinus - The confidence of connection

As a family-owned company, we care about what today's families and businesses really want: safety, reliability, and service. In fact, we keep your customers safer than any other company by maintaining multiple locations with an **always-on connection**. Our fully independent carriers are blended together to provide an optimal level of protection for both internet and telephony. Each of our two mirrored state-of-the-art facilities can handle a full signal load, and continually shares the signal and call load. We regularly test our failover system to make sure when a disaster strikes one location, the other will take the calls at full capacity seamlessly.

## This virtually eliminates unavailable systems and networks, which means:

- You'll never have to rely on a switchover, because we identify performance issues not just as they happen, but before they happen.
- Your customers won't have to deal with a lapse in service, downtime, or loss of data during emergencies—ever.



## Customizable Monitoring Partnerships

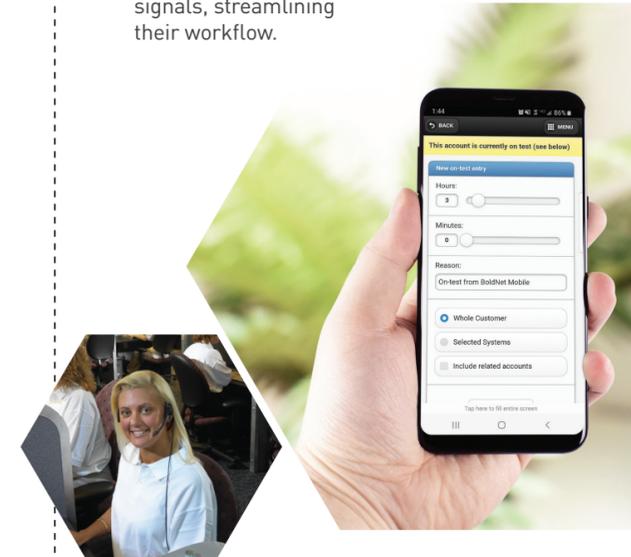
We understand that a one-size-fits-all approach does not work for most alarm companies. This is why we have a nimble approach to monitoring where we can offer 3 different levels of partnership:

- Traditional Monitoring** - Centralarm is your wholesale provider of alarm monitoring services. Our operators and customer success team handle all of your accounts alarm traffic at both of our UL listed, TMA 5 Diamond facilities. You focus on building your account base and servicing your customers technical needs.
- Hybrid Monitoring** - For alarm companies with their own in-house monitoring centers, we offer a hybrid solution that allows you to keep your own dispatchers without the hassle of maintaining all the technology behind it. We handle all your telephony and receiver traffic with our equipment and route the processed alarms to your operators terminals. This also allows you to take advantage of our Infinus redundant technology platform, over two facilities, at a fraction of the cost. Additional Hybrid Monitoring offers you the ability to off-load your night, weekend or holiday traffic, to give you and your staff the needed downtime.
- Disaster Recovery Monitoring** - For alarm companies with their own in-house monitoring centers, we also offer another way to take advantage of our Infinus redundant technology. You keep your central station as is, with your receivers, phone switch and servers, and we host a backup server that is a mirror of yours, in our secure data vault. In the case of a disaster, your traffic would be rerouted to our network. Centralarm operators will handle your traffic until your service can be restored.

For more information on Centralarm Monitoring and our wide range of security solutions call 800.639.4068 and visit [www.centragroup.net](http://www.centragroup.net)

## Access to your accounts, on any mobile device.

BoldNet Mobile takes mobile app functionality to a whole new level by providing streamlined account accessibility on virtually any mobile device. By using BoldNet Mobile, your technicians now also have portable access to security system accounts on- the-fly. Additionally, BoldNet Mobile allows technicians to quickly put accounts on test or check signals, streamlining their workflow.



## We answer the call

As an extension of our partnership, we offer free (full service) after hours and weekend answering service support with Execucom, our Integrated Call Center Services. Execucom will provide you with experienced live operators 24 hours a day 7 days a week. Our staff is trained to handle everything from routine messages to emergency calls. You can count on us to deliver the most dedicated and dependable answering service possible.



## A LEADING-EDGE BUSINESS, BUILT ON A PERSONAL PASSION.

### For Stew Helmig, life safety has been a lifelong mission.

In his 18 years as a fireman, he saw firsthand how alarm systems can dramatically reduce the devastation of a fire. The experience inspired him to switch to the preventative side of life safety and make a career move to the alarm systems business. As Stew progressed in the industry, he grew unsatisfied with the existing safety standards. He was convinced there had to be a better way of keeping consumers protected and productive. Driven by this belief, he founded Centralarm—a company that stays true to his commitment to life safety and continues to raise the bar in technology and customer-centric service.

Today, family-owned Centralarm serves homes and businesses all over the country. Our goal is to be your total solutions provider and to constantly win your business, by delivering the best overall value. With our guarantee and proven track record, you'll know that Centralarm always has your back—and your best interests in mind.

Learn more about how our personal passion can help you drive your business.

Call a Centralarm Sales Pro directly today at 866.899.2907.