

Innovative Customer Care Center

Niscayah is uniquely positioned to provide dynamic support services that empower our clients to leverage their security system investment to its maximum capabilities.

Our national Customer Care Center is a “state-of-the-art” 24-hour UL-listed monitoring center, and a customer service center that provides a wide array of support service for our clients. Ranging from administration to technical support, our team is exceptionally committed to managing customer issues and requests.

Providing specialized 24-hour support that adds value to our clients' business, employees and security program

The Niscayah Customer Care Center specializes in providing remote technical services across a multitude of market segments to include, but not limited to: Retail, Banking, Education, Healthcare, Petrol-Chemical, Transportation and Logistics.

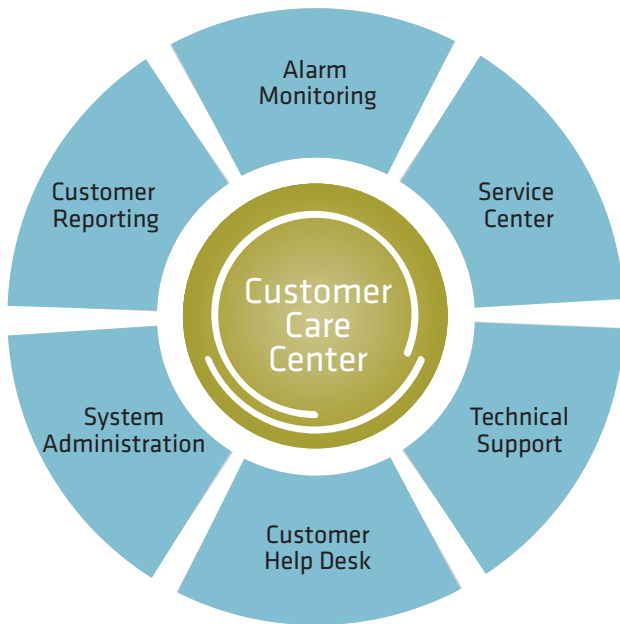
Our innovative facility utilizes the most advanced and sophisticated technology available and leverages that technology to better support and manage our customers' unique, varying and ever changing business needs.

Niscayah has the experience and expertise necessary to help you and your team better manage your security program, operational requirements and risk posture.

The Niscayah Difference

- UL-approved facility
- FM Certification
- CSAA/SIA Certified operators
- State-of-the-art information reporting software
- Integrated Alarm, Video and Access software
- Fully redundant Disaster Recovery Center
- Total Systems Monitoring
 - Intrusion Alarms
 - Panic/Duress
 - Fire Alarms
 - Access Control Systems
 - Environmental Controls
 - Video Systems
 - Network Monitoring





More Than Just Monitoring

Service Center – By tying a service component to our monitoring team, we are better able to support service issues when they arise. The Service Center provides daily audits of problem and trouble conditions and provides weekly service reports to our clients as part of the service ideal.

Technical Support – Our team has the expertise to support a multitude of remote service needs, including performance of remote diagnostics, test signal verification, remote programming and downloads.

Customer Help Desk – All of our operators are trained to assist clients with over the phone troubleshooting. Assistance arming panels and bypassing false alarms are just a few of the value-added services provided 24-hours per day.

Systems Administration – Our Customer Care team manages all facets of your account, including call list updates, code changes, and system program changes. Additionally our team provides badging support and system schedule changes.

Customer Reporting – Through the utilization of our pioneering iMPACT SOLUTIONS, online customers have the ability to truly manage all aspects of their security program.

Powerful Web-based Access to Your Information

- Browser-based software program requiring no installation or software files to be downloaded
- View or print “Real-time” Alarm Activity
- Create Custom Reports
 - Premise Status Reports
 - Call List Reports
 - Wrong Phone Number Reports
 - Count of Signal by Type Reports
 - Opening and Closing Reports
- Remotely Manage Call List
- E-mail Alarm Reports
- AM Notifier and E-mail Exception Reporting
- Serious Incident Reports (SIR)
- Notify Pager on Dispatch
- View Active Alarm Codes
- Hierarchy–Multiple Access & Authority Levels
- SSI Encrypted Website/Software

www.niscayah.us

Niscayah is an international leader and partner, assisting you in the management of risk and is established throughout the world with a national network of branch offices in the US.



Niscayah In Brief

Niscayah provides complete security solutions for customers based upon their specific needs. With a detailed understanding of our customer's organization, industry, and business drivers, security concepts are organized around the best use and application of technology to reduce our customer's risk posture. This is achieved through the implementation of integrated security systems which include access control, video surveillance, and intrusion systems. Service programs are designed to ensure proper post-implementation maintenance for overall system performance.

Niscayah specializes as a security systems integrator in the design, installation, and support of technology-based solutions. Our customers tend to be large organizations with complex security challenges and varied operating environments.

Niscayah's expertise in access control, video surveillance, and alarms is extensive. We work closely with IT professionals within our customer's organizations to ensure maximum use and productivity of communication, data storage, and data security.

