

# Centinel

## Alarms, monitoring & notification

### Reduce costs, improve services and deliver alarms to multiple locations and devices.

In today's market, many companies are looking at ways to reduce costs, improve services and bring alarm management to a central location.

Any public or private business that has or intends to centralise operator voice services will need to consider management of the alarm from remote sites. With the influx of new systems, monitoring equipment and a variety of alarms, it is important that any alarm triggers the correct response to the right person or response team. This means ensuring an accurate message is delivered to a number of communication devices at any time of day and recording events as they happen.

#### Centralised alarms management solution (Centinel) from Multitone

Centinel brings new opportunities to reduce or eliminate multiple alarm management systems and monitoring points to one single alarm reception centre, ensuring fast, accurate responses to any emergency solution, however complex. This can be achieved on small-scale sites to large multi-site companies or corporations, depending on the business requirement.

With in-built integral resilience that will redirect alarm calls through the most suitable route, alarms of all types can be sent quickly and accurately to one or many recipients, ensuring that the alarm is managed promptly and efficiently.

Centinel alarm messages may be audio, visual or mixed, and can be sent to a range of communication devices simultaneously. The user and administrator have an interactive interface that's easy to use. The system works over existing communication links and infrastructure such as LAN/WAN, radio or PSTN and all links are monitored for reliability.

#### Key benefits

- Messaging to multiple recipients
- Central display offers multi-functional messaging
- No private wires – resulting in major cost savings
- Configurable alarm text for user-friendly text messaging
- Automatic routing for maximum resilience – safety assurance
- Remote control of switches, valves or other control equipment
- One management system - eliminates multiple system costs
- Can replicate existing fire panels, no timely and costly staff re-training
- Robust and resilient GD92 ensures maximum protection and security
- Reduce or eliminate maintenance costs and machine downtime
- Central display offers choice of alarm notifications
- Distributed logging/print out for SLA verification - essential service requirement
- Alarm escalation - no action results in escalation - an alarm will not be missed

Examples of alarms that can be centralised are fire alarms, boiler rooms, greenhouses, fridges, freezers, machinery, doors, security, air conditioning, gas/vapour alarms, temperature monitoring, intruder, manufacturing, oil or food processing. We also have considerable experience in meeting NHS hospital requirements.

### Messaging types/alarm presentation

Centinel incorporates many additional benefits, including the ability to send unsolicited messages to single or multiple alarm points at any location, by a variety of media:

- SMS – text message to a cellular phone
- email – message to single or multiple addresses
- PMR radios
- PC reporting
- scrollboards
- paging message to a user or team of users
- printer output for performance evaluation
- tetra radios
- Central Audio Terminal

Any acknowledgement, request or initiated action can be logged and recorded.

### Alarm monitoring and reporting

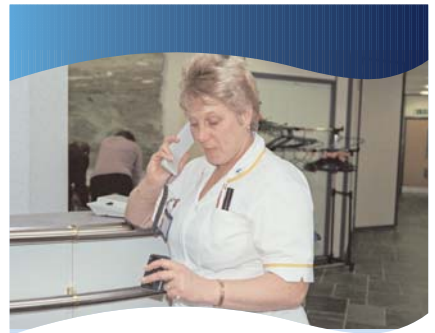
The system is very easy for staff to operate and provides added resilience via optional back-up bearers should any link fail. It automatically re-routes the alarm and provides logs and statistical data.

### GD92 protocol

The Home Office introduced the GD92 specification for UK emergency services protocol. This protocol is resilient and robust and provides dynamic routing of messages over a variety of bearers to station end and equipment to both internal and external sites. These bearers include:

- LAN/WAN networks
- ISDN and PSTN
- radio networks
- GSM and mobile technologies

The centralised alarm management solution assures delivery of automated and coordinated manual responses, operational safety and security right across the organisation.



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