



RESS.

RUSSELL ELECTRONIC SECURITY SYSTEMS



YOUR NUMBER ONE SECURITY PROVIDER



CCTV Systems



Access Control Systems



Intruder Alarm Systems

MONITORING STATION SUPPORT.

Improving control room efficiency, reducing pressure and increasing service levels.



CCTV



PROACTIVE



REMOTE

PROTECTING PEOPLE, ASSETS AND BUILDINGS.



YOUR CONTROL ROOM

Your control rooms' purpose is to help protect people, assets and buildings.

We want to ensure that you are able to focus on these core services, which is why we offer a 'Monitoring Station Support' service. Our unique Monitoring Station Support service frees up your staff allowing them to concentrate on alarm handling, taking calls and other important tasks.

By completing control room tasks on your behalf we not only increase your efficiency but also the service you are offering to your customers.

YOUR NUMBER ONE **SECURITY PROVIDER**

WHAT IS MONITORING STATION SUPPORT?

Monitoring Station Support from Russell Electronic Security Systems is the ideal way to free up operator, supervisor and management time.

We will carry out tasks on behalf of the control room team allowing them to concentrate on their core roles and responsibilities.

HOW DOES IT WORK?

Monitoring Station Support works by the control room supplying Russell Electronic Security Systems with all information relative to a task.

We then look at the information provided ensuring that we have everything needed to complete the task.

The task is then processed by our experienced team and a report compiled and supplied detailing our findings.

WHY MONITORING STATION SUPPORT?

By taking tasks away from the control room team we enhance the control rooms' performance allowing them to focus on detecting and preventing crime.

Traditionally everything that comes into a monitoring station is dealt with by the monitoring station, from many years of experience we know that this can put extra strain and pressure on the operators and take them away from their core roles and responsibilities.

Remote Monitoring Station Support from Russell Electronic Security Systems frees up staff, enhances performance and improves efficiency. Our service has a number of benefits over traditional control room operations including:

No more downloading footage for customers or the police, we can do this remotely on your behalf.

We will investigate CCTV systems that are generating false alarms, highlight problematic sensors and where possible causes. We will then put all the information gathered into a report for you to send on to your customer.

KEY BENEFITS.



FALSE ALARM

Management & Reporting



OFF SITE ACCESS

Remote Footage Downloads



CCTV

Commissioning & Walk Tests



TECHNICAL SUPPORT

DVR's & Central Station Software



TROUBLESHOOTING

CCTV System Issues



NETWORKING

Internal & External (LAN & WAN)



PROACTIVE

Investigating Incidents & Reports



SITE VISITS

Regular visits to ensure performance



MAINTENANCE

Checking Service / CCTV Health Checks

FIND OUT MORE ABOUT OUR UNIQUE SUPPORT SERVICE & IMPROVE THE PERFORMANCE OF YOUR CONTROL ROOM.



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