Retail Solutions

Your One Ideal Partner for all of your security, fire and life safety needs.

ADT® Commercial

We can help you mitigate risk, reduce loss and add value

Retailers deal with an array of unique risks from employee safety and well-being to robbery, burglary, fire, theft and environmental dangers. Each day you're faced with a long list of operational issues that can easily escalate into costly incidents—including some that could even destroy your brand image and severely impact your bottom line.

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ADT Commercial provides a robust portfolio of security, fire and life safety solutions including:

Security solutions

- Intrusion alarm systems
- Access control systems
- Video systems, remote monitoring and analytics

Fire and life safety solutions

- Fire alarm systems (standard and wireless)
- Fire sprinkler and suppression systems*
- Advanced smoke, heat and gas detection systems
- Emergency Responder Communication Enhancement Systems (ERCES, BDA, DAS)
- Mass notification and emergency communications systems
- Ancillary services (emergency lights, extinguishers, fire and smoke dampers)

*In select markets

Specialized solutions

- Electronic Article Surveillance (EAS)
- Security gates
- Safes and vaults – UL Listed
- Personnel and asset locating
- Critical condition monitoring
- Security-only networks
- Cloud and IP-based systems
- Pandemic management solutions

Services

- Systems integration
- eSuite℠ account management
- 24/7/365 UL Listed monitoring
- Installation, testing, inspections and maintenance
- Design engineering
- Analytics and reporting
- Enterprise security risk consulting
- Remote managed services

Real-time data to help protect your multi-site security programs

This next-generation account management tool is highly intuitive to help multi-location retail stores monitor and manage their fire and security systems.

eSuite[SM] account management enables you to make account updates, view system activity history, and identify and respond to issues in real time. Gain actionable insights from a single platform to help inform critical business and operational decisions across all your locations.

Account Management

- Add and update your contacts and alarm codes
- Place systems on test
- Verify and update open and closing schedules
- Pay and view invoices
- Manage users and permission roles
- Manage permits

Service, Installation and Inspections

- Request service calls
- View service history, details and technician resolution notes
- Track installation work
- Access deficiency repairs
- View real-time service call status

Activity and Reporting

- View data for all your locations
- Scheduled reporting capabilities for reports and dashboards
- View service, installation and inspection reports
- View video verified alarm events

Real-time activity reporting

View critical location and business activity with trending graphs and customizable dashboards. Easily review location data essential to helping protect your business.

Download on the App Store

GET IT ON Google Play

Designed for the way you work

Our enhanced mobile application adds flexibility by allowing your team to utilize the key features of eSuite on their mobile device.
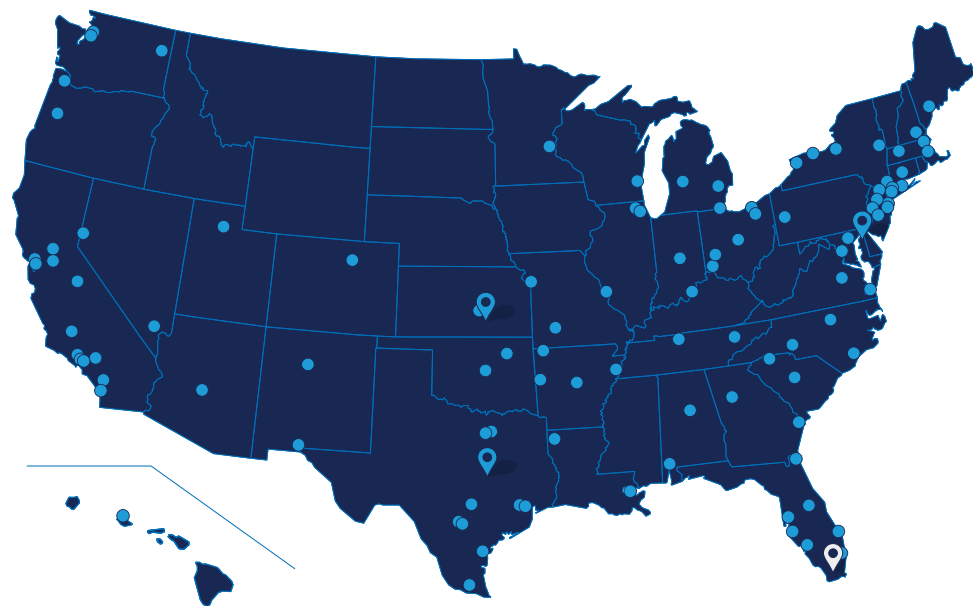
Our central station monitoring services support and strengthen your teams

We operate company-owned UL Certified monitoring centers, all with redundant backup. Automated signal load balancing and backup architecture helps to ensure that your critical intrusion, fire and life safety alarms receive our fastest possible response regardless of weather or other emergencies.

ADT Commercial holds the following certifications:

- UL Certified
- FM Approved
- New York City Fire Monitoring Rated

- TMA Certified Five Diamond Central Station
- ASAP (Automated Secure Alarm Protocol)

300,000+
Customer locations

5,000+
Commercial employees

150+
Commercial locations

3
Monitoring and operations centers

⦿ Corporate Headquarters   ● Monitoring and Operations Centers   • Commercial Locations

SECURITY | FIRE | LIFE SAFETY | RISK CONSULTING

We provide IT as a core competency with our integrated solutions

We hold the certifications to install, implement, commission, manage and monitor security-only IT networks. We operate a Network Operations Centers (NOC) as part of our enterprise solutions—with a team of Cisco Certified, Meraki Certified and Sonicwall Certified professionals.

Our team also holds the Cisco Cloud and Managed Services Express Partner Certification, making us one of the only security systems integrators to hold this designation. The NOC team can install, implement and manage your security network infrastructure. They will then monitor your alarm traffic and the critical events that communicate over it.

CISCO
Premier Partner

CISCO
Cloud & Managed
Services Express

paloalto NETWORKS
MSSP Silver

F⌶RTINET.
Platinum MSSP

Certified SONICWALL.
Platinum MSSP

Network and managed services

Our ADT Commercial Network Operations Center offers a number of managed and hosted network services to include but not limited to: security-only networks, wireless access point management, hosted client-side VPN, hosted virtualized computing (VM), and security server workstation monitoring and management.

Integrated security systems

Our enterprise solutions team can build network-based solutions for your organization, complete with the project management and technical resources you require to help with successful project implementation and ongoing support.

Auditing and evaluations

We provide a variety of services, ranging from risk and vulnerability assessments to full-scale project design packages.

Unified communications

We help you unify all of your video, data and mobile applications for meaningful and cost-effective communications.

The National Strength You Want. The Local Knowledge You Need.

You can rely on us to be your One Ideal Partner for integrated solutions that help you reduce costs, mitigate risks and protect your people, property and assets.

MAKE THE RIGHT CHOICE

▶ **Innovate with expert advice**
Benefit from decades of enterprise-level industry experience, custom designs and specialized training

▶ **Single point of contact**
Streamline your security, fire and life safety program with one call for all of your needs

▶ **Customer service excellence**
Your systems are serviced by a team of dedicated, trained and qualified commercial technicians

▶ **Always there for you**
Dedicated commercial operations centers provide 24/7/365 UL Listed monitoring and customer support

▶ **Take control of your security**
Gain visibility and take action on your security with eSuite cloud-based account management

▶ **Easy to upgrade to ADT Commercial**
We make it painless to switch providers with a dependable onboarding process

Let's start a conversation

833-238-5742

ADT® Commercial

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