



# Managed and Hosted Services

Reduce your costs, ensure compliance and help mitigate risks.



# Your security team's time is valuable

ADT Commercial is your One Ideal Partner for managed and hosted security, fire, life safety and network services, allowing your employees to focus on your business success.

## Experience matters

Our experienced professionals manage over 1,500 networks at our ADT Commercial Network Operations Center (NOC) providing remote monitoring, management and support. We offer proactive system maintenance, network connections and security audits performed by Tier 2 support with:

- CompTIA Security + certification
- Multiple Cisco Legacy Route/Switch and Meraki Cloud-based certifications
- Diverse manufacturer certifications across numerous security platforms including traditional and cloud-based video, intrusion and access control



Corporate Headquarters



Monitoring and Operations Centers



Commercial Locations



Our sophisticated process delivers automated reporting of your system's health and timely customer support to help manage your security program—24/7/365.

# Our innovative suite of solutions include:

## Network services

### ▶ Security-only networks

Security-only networks are separate from your business networks and are specifically designed to host security systems at your locations. Your ISP circuit is provided by ADT Commercial and centrally managed by our premier systems analysts at the Network Operations Center (NOC). Network monitoring includes change requests for approved network devices, as well as switching and security, ISP monitoring, reporting and auditing services for approved devices.

### ▶ Wireless access point (WAP) management

Our experts can manage your VLANs, wireless names, passwords and encryption changes. Support includes patch management, connectivity support for third-party vendors, monitoring of approved devices and unlimited change requests for SSIDs.

### ▶ Hosted client-side VPN

ADT Commercial-hosted remote VPN access enables customers to access their security-only network 24/7/365 from outside their physical locations. Hosted client-side VPN includes monitoring of concentrators, connectivity support and patch management.

## Security server services

### ▶ NVR and IP video management

NVR management provides health monitoring of your recorders and cameras, recorder OS patching, VMS patching and IP subnet management. Monitoring includes system down, camera down, HD health check, anti-malware and patch management for camera firmware and NVR application.

### ▶ Security server management

Security server management allows ADT Commercial to manage a customer's on-site security server remotely from the NOC. The NOC will monitor the system health and services of the on-site security server, keeping your application layer and OS patching current.

### ▶ Security server workstation monitoring and management

Our solution is an on-premise customer workstation connected to a security-only network that includes the Bitdefender anti-virus cloud device. Monitoring and management includes overseeing hard drive health while online, processor and RAM, software black and white list, and system service.

## Video services

### ▶ Cloud NVR

Our cloud NVR includes monitoring of NVR and bridge devices, connectivity support for third-party vendors, remote troubleshooting and unlimited change requests.

### ▶ Cloud device health alert monitoring and notification

ADT Commercial cloud device health alert monitoring provides notification of any issues that may occur. You'll be alerted if any cameras are down, network devices are not responding, hard disk failure/faults and incidents of systems malfunctioning.

## Video services

### ▶ Video alarm verification

Video alarm verification helps to reduce false alarm fees, prevent unnecessary police dispatch and provide more information on actual crimes in progress to first responders.

### ▶ Remote video solutions

We have dedicated commercial and National Account monitoring and operations centers that offer additional interactive remote video services.

- Video assistance helps provide a safer and more secure environment for your employees and customers through a remote video look-in capability and two-way audio
- Video escorts provided for employees who may have to open or close the business alone
- Video guard tours help reduce manned guard expenses with remote video tours of your premises
- Advanced video analytics help distinguish between humans or other activities to ensure proper incident response

## Access control services

### ▶ Hosted, traditional and cloud-based access control, credentialing and database management

Traditional access control consists of an on-premises access control system that provides software, user database management, access control policy changes, auditing, and enforcement. The hosted version is provided on an ADT Commercial server located at our dedicated NOC. Cloud-based access control platforms include customer side hardware supported on cloud based platform, browser based configuration and centralized cloud database management by the NOC.

### ▶ Access control panel health monitoring

Monitoring and reporting on up/down status of IP-based door controller hardware.

## Additional services

### ▶ Hosted virtualized computing (VM)

We provide the virtualization of security servers. These hosted solutions are for security-related servers and resources, such as access control systems, databases and enterprise video solutions. Our services include monitoring and vision of virtualized environments.

### ▶ Environmental and critical condition monitoring

Protect your people, property and inventory with top tier monitoring that tracks temperature, humidity, door openings, CO2, ULT, LN2, compressor runtime, refrigerant leaks, dishwasher final rinse and differential pressure or power interruptions.

### ▶ Hosted infrastructure (IaaS)

We provide a unified suite of services to build, own, operate, manage, measure and maintain the security technology infrastructure of your organization, including security servers and virtualized computer networking.



*Our innovative suite of solutions, continued*

## ► **Capabilities**

- Remote troubleshooting
- 24/7/365 connectivity support\*
- 24/7/365 monitoring of solutions and devices\*
- Unlimited change reports and management
- Application and OS patch management
- Third-party support management
- Analytics and reporting
- Reporting and audits

\*When applicable

## ► **Additional Genetec services**

24/7 Level 1 remote support for Genetec includes:

- Genetec Security Center Omnicast and Synergis
- Hanwha and Axis camera interface with Genetec integration
- HID and Axis door controller interface with Genetec integration
- Web-based PoE switch basic troubleshooting

# 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
- ▶ **Upgrade to ADT Commercial**  
We make it easy to switch with a dependable onboarding process



**Let's start a conversation**

**855-ADT-COMM**

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