NATIONAL ACCOUNT

Security, Fire and Life Safety Solutions

Our approach is designed to meet the complex needs of large commercial organizations.

ADT® Commercial

We provide enterprise solutions for complex operations

From alarm monitoring to enterprise-wide system integration, network design and implementation, we offer our National Account customers solutions to help mitigate risks, reduce losses and add value as your security services provider.

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

Security solutions

- Access control systems
- Intrusion alarm 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

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

Services

- Systems integration
- eSuite^{SM} 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

We have the scale and expertise to meet your needs throughout the U.S.

ADT Commercial National Account professionals have deep industry knowledge and work in partnership with your team to help them address your specific risks. We know the value of transparency and performance measurement. We employ best-in-class tools and strive to deliver an outstanding security program performance with quantifiable results. We help promote consistency across your locations with national multisite business security and fire solutions.

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We are committed to delivering customer service excellence.

National and local

We offer customers the best of both worlds—a strong national company with local offices providing a quality service experience. We have a broad footprint and can meet your needs—whether you have one site, a dozen sites or 5,000 sites.

Qualified technicians

We dispatch technical personnel trained to service the systems at your sites—they show up on time with the right equipment. We also email you when you are next on the technician's schedule along with their picture so you know who to expect, and when.

Extensive experience

In order to help deliver an exceptional service response, we have thousands of our own technicians with an average tenure of over 9 years.

National Account program

We created a National Account program that makes it easy for you to do business with us by offering a single point of contact and dedicated teams to proactively manage your program.

Our unique service innovations lead the industry

We are committed to delivering the latest in technology while providing our National Account clients with customer service excellence. To deliver on that commitment, we created a National Account program that makes it easy for you to do business with us by offering a single point of contact and dedicated teams to manage your program. As part of that program, we operate a National Account Operations Center, which manages everything from service and installation to monitoring and billing, to help ensure consistency to each customer's standards—delivering all services with a local touch.

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1 Touch team

We dedicate a team to each premier National Account customer. Your team will help your business from order entry all the way through billing. This creates a truly seamless experience for customers and provides a true "one point of contact" approach. Our focus on performance enhancement allows us to better serve your needs by being proactive rather than reactive.

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Customer scorecard

We collect the customer satisfaction Score of every National Account installation and service call and compensate local operations teams in part based upon these scores. This helps to ensure that excellence in customer service remains the focal point of all team members.

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1 Report

The *1 Report* executive summary is prepared for premier National Account customers on a quarterly basis to review performance and help you plan for continuous improvements.

Real-time data provides security insights

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.

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

- Access alarm history and activity
- 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.

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 fortify your teams

We operate company-owned UL Certified monitoring centers, including a dedicated National Account Operations monitoring center, 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 despite weather or other emergencies.
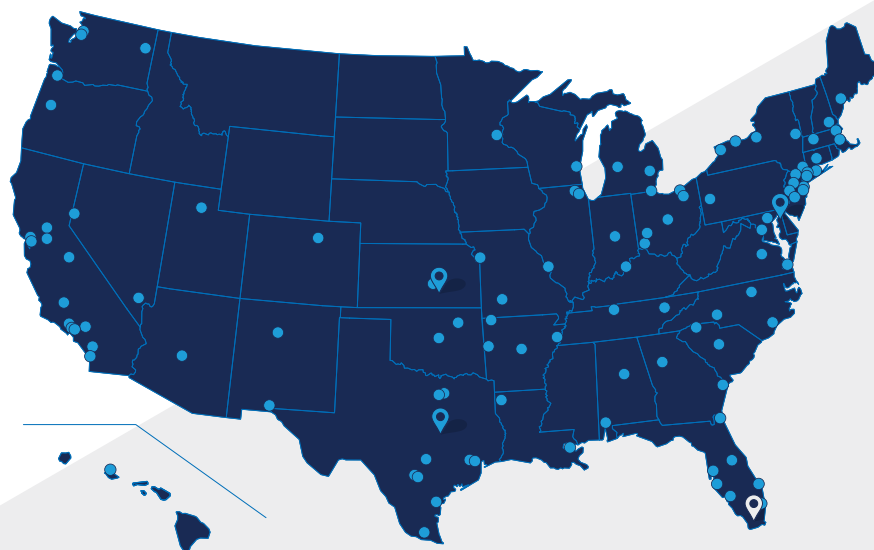
Our monitoring centers hold the following certifications:

- UL Certified
- FM Approved
- New York City Fire Monitoring Rated
- TMA Certified Five Diamond Central Station
- ASAP (Automated Secure Alarm Protocol)

All calls to our monitoring and customer service centers are answered by an associate who is trained to assist you. We do not utilize automated phone-answering systems. In jurisdictions that have adopted ASAP, we can enact the protocol for faster, more accurate, two-way communications with dispatching agencies for better response time by authorities.

Additional capabilities include remote video services and custom applications:

- Advanced video analytics
- Critical condition monitoring
- Managed or hosted access control
- Monitoring of access control system events
- Video assistance
- Video escorts
- Video guard tours
- Video verification

300,000+
Customer locations

5,000+
Commercial employees

150+
Commercial locations

3
Monitoring and operations centers

Corporate Headquarters

Monitoring and Operations Centers

Commercial Locations

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

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Let's start a conversation

833-238-5742

ADT® Commercial

adtcommercial.com

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