



ADT[®] Commercial

Security, fire and life safety

PROPERTY MANAGEMENT AND COMMERCIAL BUILDINGS



Powered by Experience. Driven by Excellence.™



ADT has been serving businesses for more than 145 years. After splitting from its parent company in 2012, ADT emerged as a separate company initially focused on home and small business security. Since then, ADT merged with Protection 1, building upon its commercial capabilities and customer-focused approach with over 15 strategic acquisitions. ADT Commercial is founded on decades of experience serving commercial and National Account clients.

We've grown our commercial technical competency to serve customers in a unique way—with the scale and expertise to meet your needs throughout the U.S. Our leadership has a single-minded focus on our commercial customers—having spent the majority of their careers in the security, fire and life safety industries. ADT Commercial was formed to focus on the disciplines required to help meet the complex needs of our commercial clientele. Our National Account team will help ensure consistent delivery to your custom specifications across your footprint.



Expertise in delivering customer service excellence and servicing multisite National Accounts.



Offering risk management consultancy and expertise servicing Fortune 1000 and global enterprises.



Providing leadership in fire, life safety and integrated security solutions.

We are committed to customer service excellence.

We relentlessly focus on the customer experience—delivering what our customers want, when they want it—and keeping our promises.



We offer customers the best of both worlds—a strong national company with local offices providing a quality service experience.



We strive to answer calls within a few rings—with no automated phone systems. Same-day service is our goal, not an upcharge. We have thousands of in-house technicians to help us deliver this exceptional service response.



We have dedicated commercial and National Account monitoring centers—redundant and listed by Underwriters Laboratories. We provide monitoring and advanced network services through our own National Account Operations Center, an Advanced Security Operations Center and two Network Operations Centers.



We dispatch technical personnel certified to service the systems at your sites, and they show up on time with the right equipment. We also email you an expected service time arrival and technician picture, so you know who to expect, and when.



Our enterprise-level solutions include Lenel OnGuard, Honeywell Pro-Watch, Software House, AMAG Technology, Genetec, Avigilon and Milestone. In select markets, we also offer Edwards, Notifier and Gamewell FCI.

National Account support pillars



1 Touch team

We dedicate a team to each premier National Account customer. Your team will help you care for 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.



1 Report

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



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.



eSuiteSM

eSuite is our easy to use customer account management portal for your fire and security systems. It provides visibility and control of everything from panel keypad code changes to real-time activities like inspection status and service call reporting.

We can help you mitigate risk, reduce losses and add value.

Commercial buildings present unique challenges that include fire protection at high floors, evacuation, communication, access control, helping you to protect your organization against liability, and unfounded workers' compensation claims.

Our team of industry pros work closely with property, building and facility managers to identify risks and deploy customized solutions that help protect your property while enhancing its operations and reducing costs.



Security | Fire solutions | Managed services

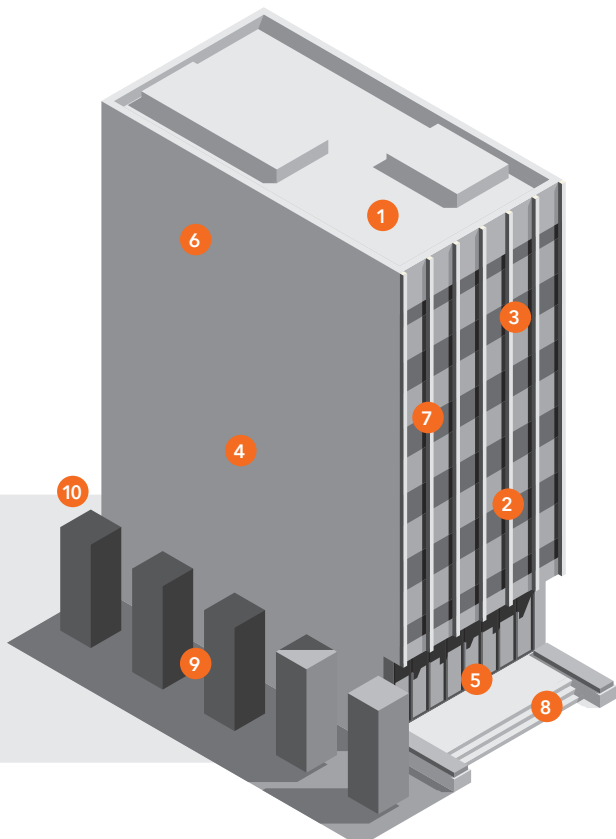
- Cloud-hosted video storage
- Consolidated analytics and reporting for both fire and security
- Critical condition monitoring including temperature, carbon monoxide, flooding, tampering and supervisory devices
- Electronic access control system installation and maintenance, along with hosted and managed systems
- Emergency telephone systems, intercom systems
- Fire alarm system installation, maintenance and monitoring
 - » 24/7/365 UL Listed, Five Diamond CSAA Monitoring
 - » Fire doors and smoke/fire dampers
 - » Fire extinguishers
 - » Fire sprinklers and suppression (in select markets)
 - » Sound and communications
- Hosted and managed services including cloud-based solutions that eliminate the need for costly computer hardware and running systems at the site
- Integrated systems capabilities, including enterprise level security and fire systems, network provisioning and management, project engineering and management, and as-built documentation
- Inspection services for fire alarms, fire sprinklers and security systems
- Intrusion alarm system installation, maintenance and monitoring
- Maintenance plan options for repairs and scheduled preventative maintenance services
- Network Operations Centers capabilities to monitor critical IT-sensitive applications in real time
- Risk management consulting services
- Security-only networks
- Video surveillance system installation, maintenance and remote video services

We help solve problems before they happen.

Our team of seasoned professionals have the experience to do everything from planning and installation to testing, preventative maintenance and repair, creating the right solution to help protect your building from whatever risks it faces.

We get to know your buildings and panels, partner with property managers and share the risk of keeping people and property safe. We understand what keeps you up at night and take steps to help solve problems before they happen through preventative maintenance and constant assessments. When it all works together—it all works better.

	Special Risks	ADT Commercial Delivers
High-Rise	<ul style="list-style-type: none"> Evacuation Life safety and security Liability Reporting requirements 	<ul style="list-style-type: none"> Fire alarm detection and notification Repair and maintenance of legacy systems Understanding of changing code requirements Central monitoring Online and mobile inspection software and tools
Industrial and Manufacturing	<ul style="list-style-type: none"> Large sites Access control Special hazards Reporting requirements 	<ul style="list-style-type: none"> Access control Remote video monitoring Video monitoring Cloud solutions Central monitoring Online and mobile inspection software and tools Fire and sprinkler solutions
Office and Warehouse	<ul style="list-style-type: none"> Workplace safety Worker's compensation Life safety and security Reporting requirements 	<ul style="list-style-type: none"> Access control Understanding of changing code requirements Systems that can grow with your business Central monitoring Online and mobile inspection software and tools Fire and sprinkler solutions



- 1 **Risk Fire**
Solution Fire alarm, voice evacuation, automatic sprinkler, special hazards, fire pump
- 2 **Risk Life safety**
Solution Voice evacuation, emergency lighting, fire/smoke damper, backflow preventer
- 3 **Risk Identity theft**
Solution Access control, video surveillance, intrusion detection, physical security
- 4 **Risk Safety/fraud issues**
Solution Video surveillance, intrusion detection, physical security
- 5 **Risk Secured access**
Solution Video surveillance, intrusion detection, physical security
- 6 **Risk Workplace violence/crisis management**
Solution Access control, video surveillance, voice evacuation, panic/duress
- 7 **Risk Drugs in the workplace**
Solution Access control, video surveillance
- 8 **Risk Tenant/visitor safety**
Solution Access control, video surveillance, intrusion detection, emergency lighting
- 9 **Risk Vandalism and vagrancy**
Solution Access control, video surveillance, intrusion detection
- 10 **Risk After hours access**
Solution Video surveillance, access control, physical security



Our central station monitoring services help to fortify your security teams.

We have dedicated commercial and National Account monitoring centers—redundant and listed by Underwriters Laboratories—across the U.S. We provide monitoring and advanced network services through our own National Account Operations Center and two Network Operations Centers. 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. In jurisdictions that have adopted ASAP, we can enact the protocol for faster, more accurate, and 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

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 two 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.



Network and managed services

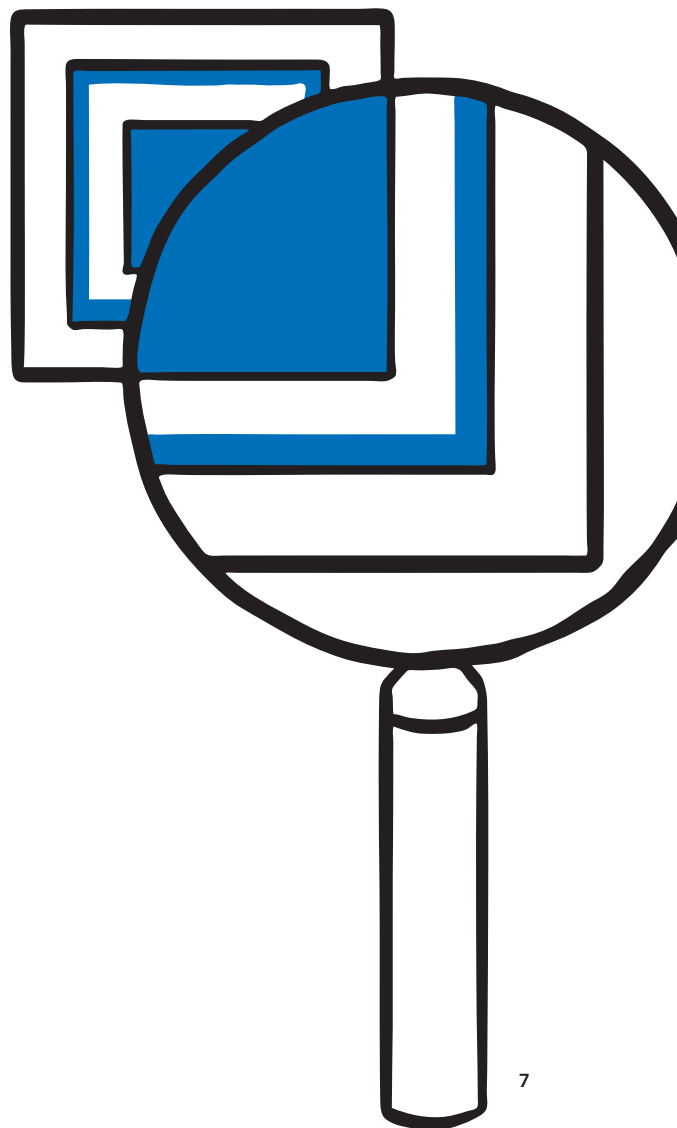
Our certified staff is qualified to provide information technology solutions that are tailored specifically to your needs.

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.



Our commitment to customers

These guiding principles are the foundation of ADT Commercial. They drive our success as we strive to deliver customer service excellence at every point of interaction.



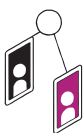
Customers are Our True North

We know that our reputation is based on how we serve our customers.



Our People are the Difference

We strive to be the best technically-trained team in the business.



Dedicated to Commercial

We are 100% focused on our commercial customers.



One Ideal Partner

We are the premier holistic solutions partner—a full-service national company with nimble local delivery teams.

Let's start a conversation.

We make it easy to switch providers, and our onboarding process is predictable, dependable and painless. You will be assigned a dedicated team to help with recommending and implementing the solutions that fit your needs.



833.238.5224

adt.com/commercial

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Powered by Experience. Driven by Excellence.™



SSI
Integrated Installation
(Multi-Site) 2018



SSI
Installer of the Year
2018



SDM
Dealer of the Year
2017



TMA
Five Diamond
Certification



A+ BBB Rating
Accredited
Business