

Monitoring Center

24/7/365 Live Monitoring

SecureAlert's premier Monitoring Center provides live 24/7/365 monitoring of all alarms generated from SecureAlert electronic monitoring devices; as well as customer and technical support. Since 2006, our Monitoring Center has handled more than 9.5 million total alarms and accumulated more than 47



million hours of monitoring. We understand the vital role our Monitoring Center operators play and as such, staff our center with highly-trained, bi-lingual individuals. These operators act as an extension of agency resources receiving alarms, communicating and intervening with offenders regarding violations, and interacting with your supervision staff; all pursuant to agency-established protocols.

Live Intervention Monitoring enables agency officers to effectively manage high-risk populations and real, voice interaction serves to help modify negative offender behavior. Monitoring Center operators can access the voice communication feature in the ReliAlert™XC GPS device to contact the offender directly in response to violations and following protocols established by the supervising officer.

Domestic Violence Monitoring provides agency officers peace of mind when supervising perpetrators of domestic violence via the ReliAlert™XC and ReliAlert™ GPS devices. Once per day, Monitoring Center operators assess these offenders' previous 48-hr. tracking history against set victim exclusion zones to identify stalking or loitering patterns. If a pattern is identified, the supervising agency officer is notified.

Multiple Violation Notifications Methods allow Monitoring Center operators to notify agency officers via phone, text, email or pager; based upon pre-established protocols.

24/7/365 Customer/Technical Support allows agency officers to obtain immediate support from a live operator regarding an offenders' monitoring status or immediate assistance from the Technical Help Desk if a hardware or software problem arises.

SECUREALERT

Monitoring Center



Specifications

- ▲ **Hours of Operation:** 24/7/365; including holidays
- ▲ **Live Operators:** highly trained, bi-lingual operators available 24/7/465
- ▲ **Operator Training:** includes a rigorous four-week initial training period and on-going training as needed
- ▲ **On-Going Quality Assurance:** supervisors review two inbound/outbound calls per operator per week and assess performance; operators must score 90% or higher on assessment
- ▲ **On-Site Supervision:** at least one supervisor is in the monitoring center at all times
- ▲ **Alarm Monitoring:** operators continually monitor alarms generated by SecureAlert electronic monitoring products and immediately respond to agency-driven violation protocols
- ▲ **Live Intervention Monitoring:** available via the on-board voice communication technology on the ReliAlert™XC GPS device; based upon agency-established protocols
- ▲ **Customer Support:** agencies can contact the monitoring center for customer support 24/7/365 via a toll-free number
- ▲ **Technical Support:** provided to customers 24/7/365 via the Technical Help Desk – located within the monitoring center
- ▲ **Redundant Call Processing:** utilizes two carriers for primary communication and one secondary carrier if either of the other carriers fail
- ▲ **Redundant Data Processing:** includes one point-to-point 10 MB data line and two redundant 10 MB data lines if the primary line fails
- ▲ **Redundant Facility Power:** includes a 1500-kilowatt diesel generator that is automatically engaged upon power outage; constantly charged DC battery banks are engaged if diesel generator runs out of fuel or is offline lines if the primary line fails

SECUREALERT

Call 1.866.451.6141 or visit www.securealert.com for more information