PatriotSystems

Patriot 6.6 Features

"Patriot's power, flexibility and ease of use makes it the ideal solution for every CMS or ARC scenario."

Whether you're planning a new central monitoring station, looking to improve your existing customer service and operational efficiencies and expand the range of value added services offered to your customers, Patriot has something to offer your organization.

As well as a easy to use user interface for your operators Patriot has a range of intuative features to ensure fast and effective response to alarm activations. These include features to automate common operator actions, to make maintenance easy and to proivde supervisors with valuable information on alarms and the overall system. Listed below are some of these features that will take your station to the next level.

Smart Response Instructions:

Patriot has a power and flexible system for generating the instructions which are displayed during alarm response that operators will follow. To ensure fast response Patriot can be configured to have different instructions displayed depending on the client, the type of signal, the Zone or User and the time and date the event occurs. This allows stations to tweak operator response instructions to meet the exact needs of each customer or event while maintaining a easy to manage global response system.

Temporary and Permanent Notes:

Temporary Notes allow clients to have site specific messages logged against their account to inform station staff about important information. Site notes can be set to automatically pop up when operators select the client or the client's activation. Temporary notes can have an expiry date and are automatically logged and time stamped into the clients history.
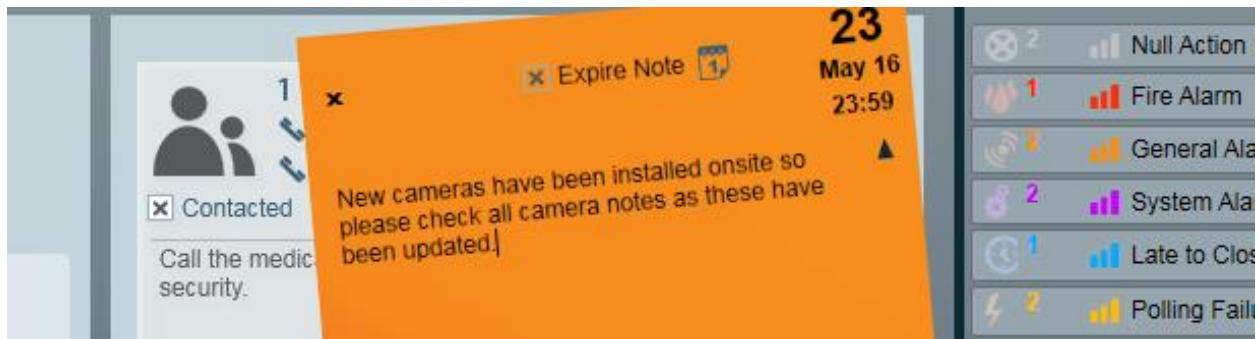
Standard Messages:

Standard Messages make entering common phrases fast. Messages are context sensitive and can be defined for just one area of Patriot such as site instructions, notes, messages, user fields, response notes or all areas of Patriot.

Auto Complete for Standard Messages saves operators time by, as operator's type, matching common phrases will appear in a selector which can be selected by the operator. This feature applies to all fields which support standard messaging.
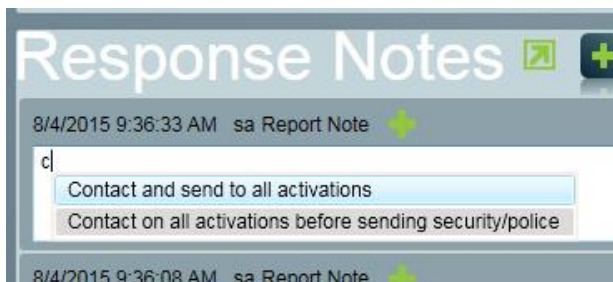
Operator Messages:

Messages can be sent to individual or a group of operators and dealers/Bureaus through Patriot with the operator message feature. Messages can be given a start and expiry date and all operators that log in during this time period will see the message in a popup when they log on to Patriot or it will immediately pop up on their screen if they are currently logged in. High priority messages are indicated and highlighted orange and must be acknowledged by the operators and old messages can be reviewed from the messages window.
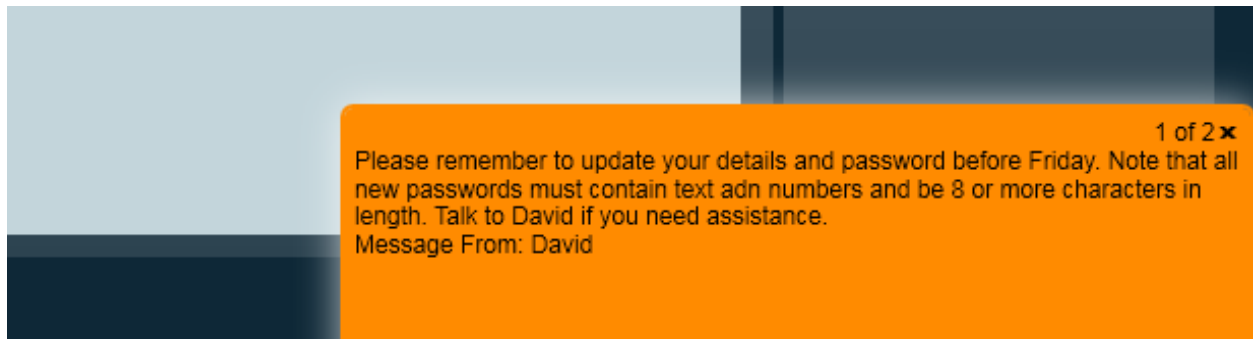
Multi Time zone Support:

If you have customers in different states, countries and time zones then Patriot can handle any time changes or time differences for you. Patriot will be able to automatically update the current time during daylight savings and will tell the operator local times for alarm events in different areas. Patriot can also use cities to allocate dispatch patrols with the Dispatch Module.
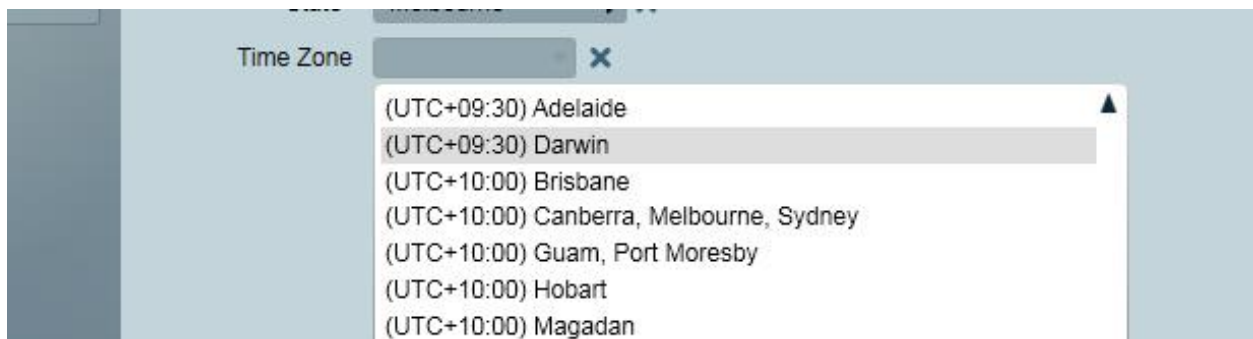
Activation Filtering:

Activation filtering allows your operators to filter alarms in an event of a power cut or disaster. Operators can filter by action plan, alarm type or by city so operators can easily deal with the alarms that require response. *

Base Accounts:

Base Accounts make maintaining and monitoring multi area sites easy. A Base account can be linked fully or by individual details such as Users or schedules to the other site areas. These linked areas details are automatically updated when the Base account is changed making maintenance of multi area sites easy. Through the area menu you can see the status of each area of the site and the next expected open or close time or add a new area.
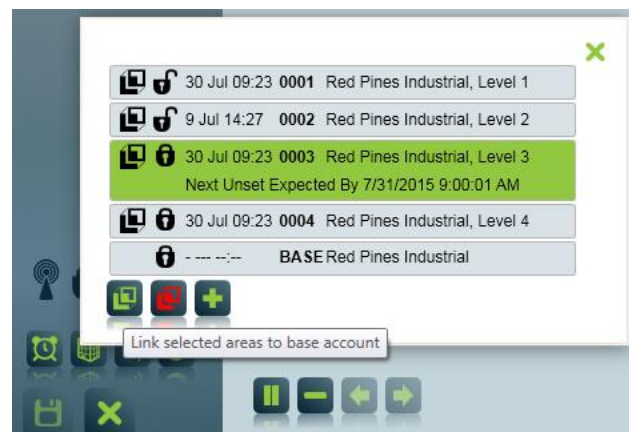
Schedule Monitoring:

Schedule related events such as late to close & open out of hours are quick and easy for operators to handle in Patriot with the Temporary Schedule Change button. Automatic notes and schedule handling system allows minimal operator time is spent on these common events. Patriot also has a flexible schedule tolerance system which allows authorized users such as staff or cleaners onsite during armed times and holiday schedules allow temporary schedule changes reducing the amount of schedule events that need operator response.


Work Orders:

Quickly create work orders including alarm details ready for an assigned technician directly from an activation. Multiple charges and notes can be entered and statuses change the way the work order is reflected in the reporting and billing cycles. Work orders can be automatically emailed to technicians or bureaus with the optional Email Module.

Templates:

Patriot Templates are used in Patriot to save time by eliminating repetitive data entry, and dynamically changing the properties of many clients at once by editing a single source. Setup templates for panel event types, schedules, users or for your dealers/bureaus and make maintenance easy.
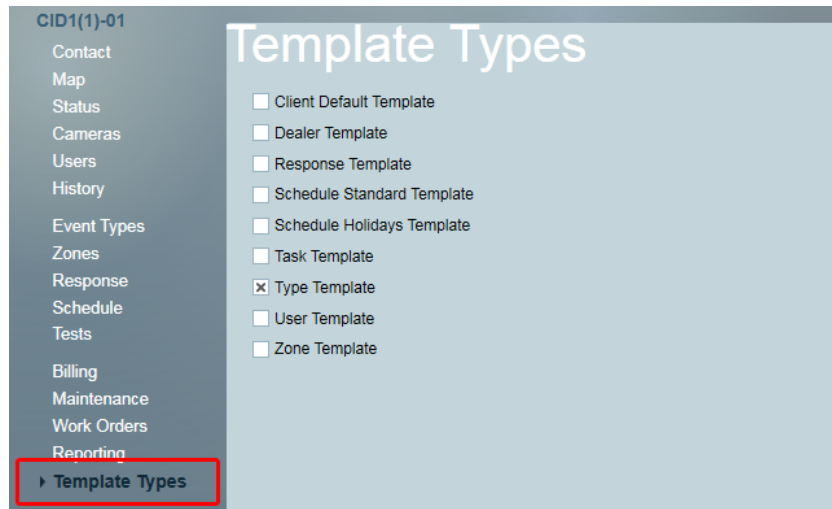
Action Plans:

Action Plans organize and maintain groups of similar alarm signals to simplify maintenance while still allow for maximum customization of signal handling. Action Plans have special settings that allow us to choose exactly how we would like this signals to be treated by Patriot. For example we can have a 'Late to Close' Action Plan which, when a Late to Close signal is received, will automatically put the alarm to sleep and notify the site User via a message.

Response Plans:

Response Plans generate the response lists that operators follow during response including the Users listed, their order, instructions and any automated notifications. Global Response Plans are setup by creating a list of ordered User Types and then assigning these response plans to Action Plans, this makes setting up new clients easy as their response will be automatically generated. Response Plans can be configured at a Bureau, client and User, Zone level when specific response plans are required.


Completed Activations Window:

Supervisors can quickly look over completed activations from the Completed Activations Window checking operator response. If supervisors have to formally update activations as 'reviewed' to finalize them this can be completed through the Completed Activation Window.
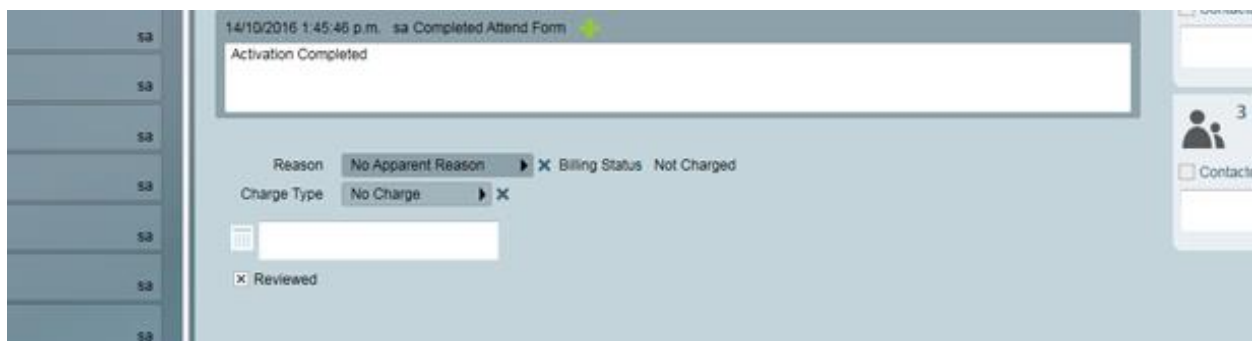
Import / Export Clients:

Patriot advanced search is a useful tool for finding clients based on different data or for finding and selecting groups of clients ready to export. Patriot can export a selected group of clients or templates ready to edit in excel, to back them up or for reviewing details. Groups of clients and templates can also be imported back into Patriot from the same format, this allows stations to update large amount of client data easily without having to update the details indivudally.
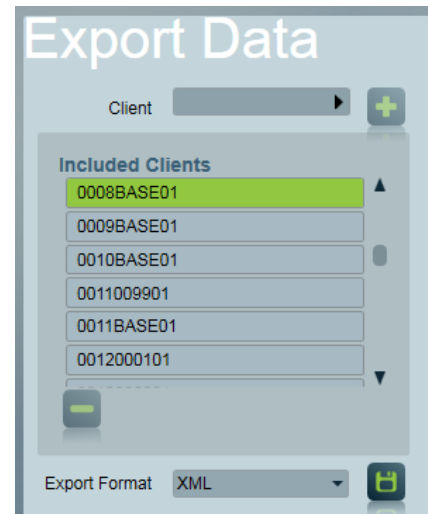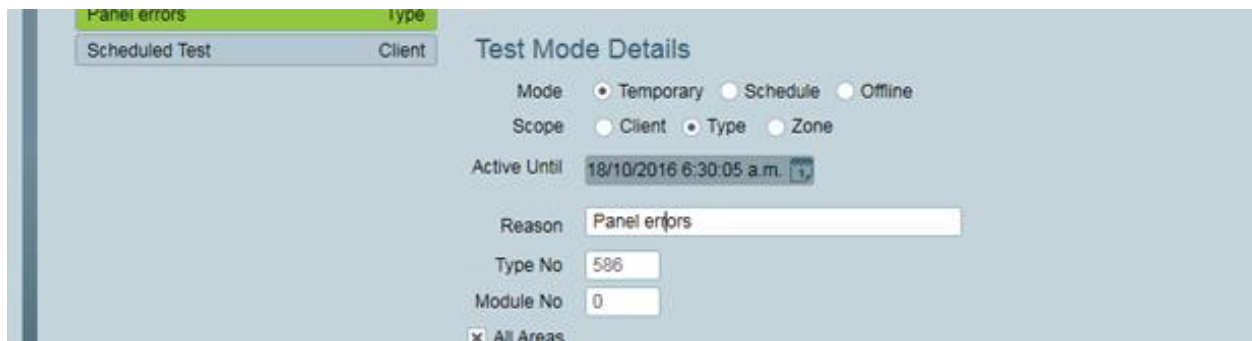
Floor plans:

Floor plans are an easy way for operators to achieve a visual understanding of a site, alarmed zones and camera locations all at once. From the floor plans you can switch to a live camera feed with a single click and can be displayed on a second monitor.

Test Mode:

If work is being completed at a site or if there are scheduled test times for the panels then Test Mode will save operator time by preventing signals that do not require response arriving in the Activation window. Permanent test will handle signals when there is a panel error and scheduled Test Modes can be setup for the client if they run regular testing of their panels. Test mode can be applied to an entire site, an event type or a zone and will work will multi Area sites.

Security Groups:

Security Groups allow supervisors to setup different permission groups for the operators and dealers that will access Patriot. With a huge range of fields that can be checked as hidden, view only or allowed to be edited, you are able to customize the UI experience for each security group in Patriot. This is useful for limiting junior operators from accessing critical options and fields or hiding fields that should never be edited at your station.

Reporting:

Create reports and save them in pdf, word or Excel format or set them up to automatically run at preset schedules and send them to users. Patriot comes packed with standard reports and there are downloadable report templates to meet Australian, UL and BS standards and certifications. The report files are report builder compatible for creating custom templates.*

OPTIONAL MODULE FEATURES:

First Response / Plink Module:

The First Response Module allows users and key holders to receive activation alerts via smart phone app, text message or email and then respond accordingly. Users and key holders can acknowledge alarms, fall back the alert to the operator or extend late to close notifications by entering in the extended hours they will be on site. The Plink Smart Phone app will also allow Users to view and edit their site, user and response details.
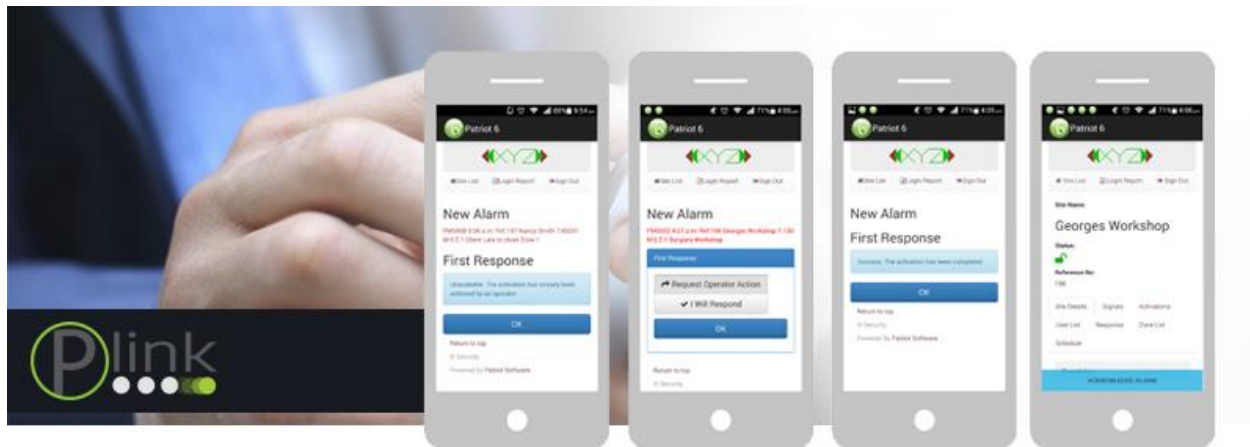
Robo Op:

Robo Op automates operator tasks leaving your staff free for priority events. Robo Op will send automatic notifications to Users and process their response without operator involvement. Robo Op also automates work orders and service reports, runaway alarms, alarm if no restores, multi knock alarms and auto status alarms such as late to close and open out of hours.

Enhanced Paradox IP Integration:

Compatible Paradox panels can signal Patriot directly over IP, no receiver required. As well as alarms and event notifications from compatible panels Patriot can also receive video verification, live feed and video events from connected Paradox cameras. Video event recordings are saved to the local storage for subsequent reporting or review. The paradox panel or compatible IP communicator can also allow operators to arm and disarm individual areas of the site directly from Patriot.


Automatic Dialing:

The TAPI Dialer Module allows Patriot operators to auto dial numbers using the TAPI system. For a more feature rich system Patriot will integrate with Asterisk PBX systems for enhanced call trunk, line, recording and dialing features.

Accounting & SRM:

The CSV Export Module allows Patriot to export billing and invoice details from Patriot directly to any accounting software that supports the CSV format. The Odoo Module allows Patriot to integrate with an enterprise accounting, CRM and ERP software platform.
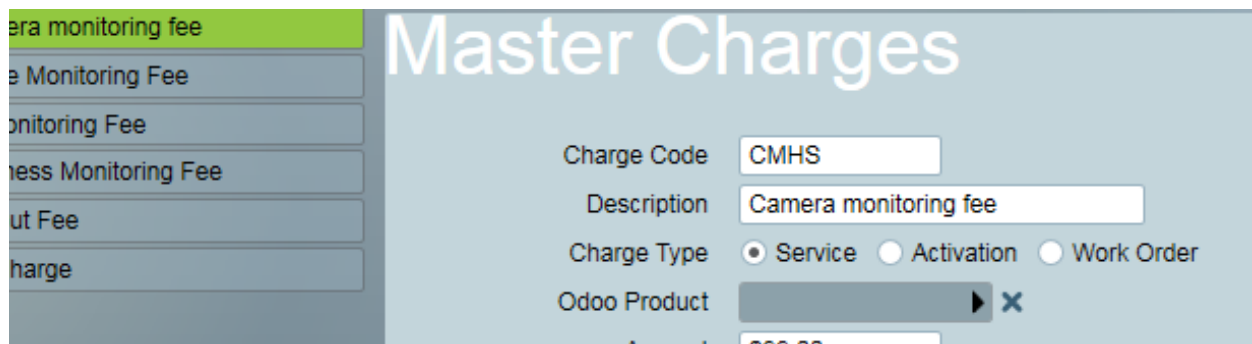
CatchIT - Enhanced Video Verification System:

Camera systems that meet Patriots CatchIT system criteria are able to dual monitor cameras with alarm panels providing enhanced features. DVR's are turned on and off automatically when the site alarm panel is armed or disarmed so there are no false video events while the site is open. Qualified alarms from the panel or a camera event will bring up all related video events that are associated with the zone and a reference image taken from each camera from when the site alarm panel was armed.
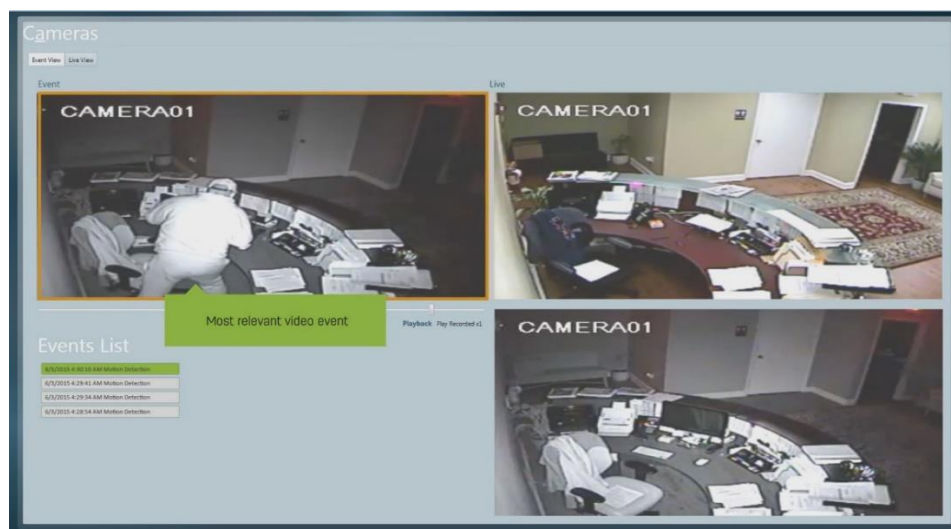
Bureau / Dealer features:

Bureau features include remote access to their account details, putting accounts on test and creating new clients. Bureaus can be configured with a Client ID range so when a Bureau inserts a new client for the next free Client ID in this range is automatically selected. Dealer level overrides for Response Plans, Action Plans, fees and charges can be configured in the Bureau Dealer window and their clients can be branded with the Bureau logo and callback number.


Supervisor Dashboard:

A Supervisor Dashboard can provide an overview of the current alarm and servers details to operators. As well as details about alarms, such as the amount of each type and response times, the dashboard will also display critical information on the server to ensure your station is functioning effectively and any changes in the system are immediately obvious.
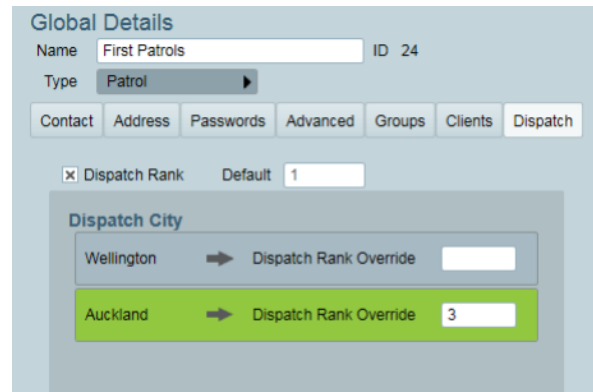

Internet Client Access:

The Internet Client Access Module allows clients to access their accounts through any web browser, PC or a smart phone. Through the ICA you can view site status, check Users and their call orders and details, schedules, alarm history, response plans and more. With Advanced ICA Users can update these details if given permission and bureaus and engineers can put their sites on and off test.
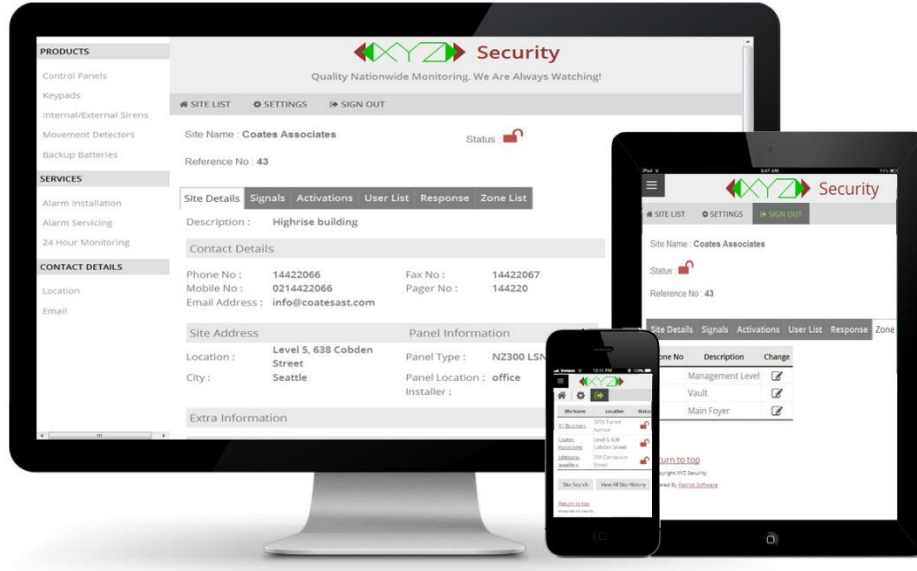
Dispatch Module:

The Dispatch module will make it easier to dispatch guards or emergency services, particularly for larger monitoring stations. You can setup the different patrols and allow these to be ranked and selected by area (city) or based on the client. You can allow an operator to select the dispatch based on instructions and there is a map to show the defined areas for each patrol.

![Patriot Systems logo]

Mapping:

The Mapping Module allows Patriot to show client locations on an interactive map and use satellite and street view. An activations map view shows all alarm activations on a large map and tracks mobile clients via GPS. Mobile clients have their own GPS tracking tailed on their account.
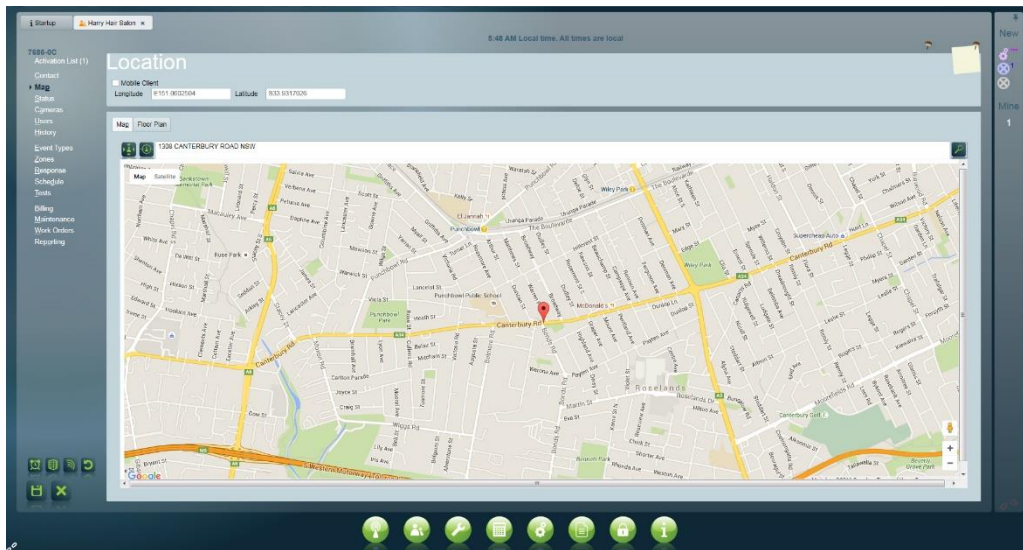
The Activation Mapping Window provides a map of all the current activations. You can also have patrol and non alarm clients shown simultaneously.
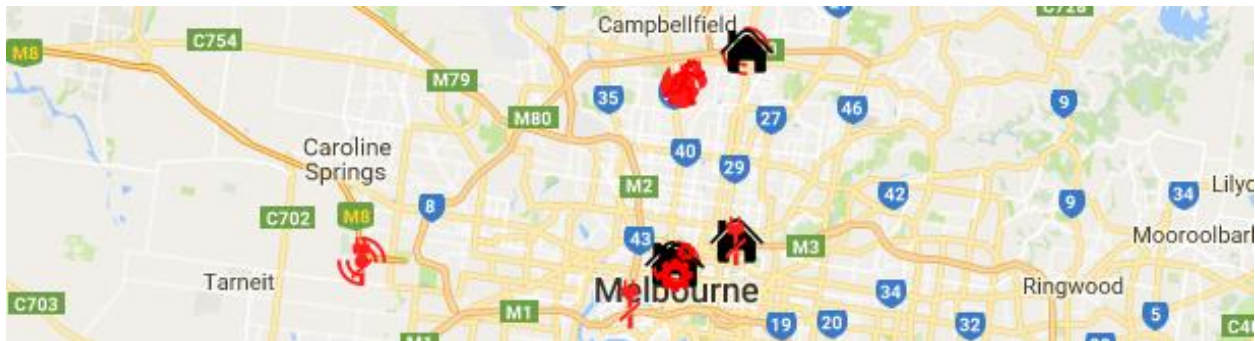
There is more information on the modules and features of Patriot at our website www.patriotsystems.com and you can send any questions to the sales team at

sales@patriotsystems.com

* Marked modules require Enterprise version of Patriot or additional modules. Contact Patriot sales for more information.