



# Patriot 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.

*"After doing extensive research on all available software solutions, we chose Patriot mainly because of the excellent quality of professional and prompt service received right from the beginning and then all throughout the whole process of migrating from ADSW. From the planning to evaluation, through to the data migration, training, to final implementation and special requests development. While the competition were still trying to figure out protocols, Patriot had a trial system running in less than a week"*

**Danny Kovacs**

Red Alert Alarms

*"Our station has run Patriot for more than 15 years and will continue to use Patriot into the future. With regular updates that are easy to install we have the latest integrations to ensure we can offer monitoring for the newest panels and hardware. We rarely require support as Patriot keeps running seamlessly day to day but when we need assistance the Patriot team provide fast service and support"*

**Steve Knowler – ICT Manager**

Global Security

# Main Features:

- ✓ Comprehensive alarm format support including Contact ID, Contact ID Expanded, SIA, Ademco Fast, & IR Fast
- ✓ Signal communication channels include PTSN, IP, GPRS & GSM
- ✓ Huge range of compatible alarm receivers including Surgard System I,II,III,IV & V, FE900, Permaconn, Paradox, FSK & RDC, Risco, MX8000
- ✓ Scalable amount of accounts from 100 to 100,000+
- ✓ Up to 16 digit numeric or alphanumeric account code
- ✓ Up to 36500 zones per partition & up to 36500 users per partition.
- ✓ Compatible with industry standard scalable SQL database - SQL Express is provided with Patriot and is usable up to approximately 2000 accounts
- ✓ Compatible with Windows & VM is supported
- ✓ DR and High Availability include Always On Availability Groups (AOAG), Windows Server Failover Cluster (WSFC), SQL clustering and SQL mirroring. Patriot Enterprise required
- ✓ Meets UL, BS and Grade 1 certification
- ✓ Translation tool and multi-language support
- ✓ Customizable alarm sounds
- ✓ 99 Operator levels
- ✓ Security groups to provide different permissions for different types of operators, technicians or dealers (bureaus)
- ✓ Ability to analyze signal origins & log caller ID
- ✓ Active Directory Single Sign on compatible
- ✓ Automatic warm backups and Auto Data Restore options with Patriot Enterprise required
- ✓ 24/7 emergency support and support case web portal
- ✓ Full library documentation access for customers
- ✓ Online Training Modules and Remote Training session available.
- ✓ Smart License system allows additional accounts, workstations and additional modules to be added with no reinstallation required.
- ✓ Multiple Task services across servers allows for as many receivers to be connected as needed as well as remote receivers to reduce line charges

# General Features:

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

## Easy to use UI, Response Lists & Instructions:

Patriot has a powerful and flexible system for generating the User list and instructions that are displayed during alarm response. This is the list of Site Users, Patrols, Emergency Services or any other contact Users that need to be called during the Response process. To ensure fast response Patriot can be configured to have only those users and instructions that are relevant displayed depending on the type of alarm that has been received, the client who received it, the Zone or User details, the time and date the event occurs and a variety of other factors. Response Plans can be defined globally and then overridden at the Dealer / Bureau or Client level if needed. This allows stations to tweak operator response to meet the exact needs of each customer or event while maintaining a easy to manage response system.

The screenshot displays a user interface for alarm response. It features two main sections, each for a different user or location. The first section is for '1 Georges Workshop', which includes contact information (phone numbers 55532423 and 55576325, and email 55573245), status checkboxes (Contacted, Contact Failed, Attended), and specific instructions: 'Workshop: Careful entering back door, watch for tools on ground and shelves. Panel located behind desk.', 'Override for George's Workshop, signal is generic.', 'Non-Specific alarm trigger, dispatch to investigate cause and to close alarm.', and 'Call George first on any activations (other than system alarms) before Dispatch.'. Below these instructions are fields for 'OK Password', 'Hold Up Password', and 'URN', each with a checkmark. The second section is for '2 George Smith', with contact information (phone numbers 55532423 and 0211134256, and email 55573245), status checkboxes, and the instruction: 'Call George on any alarm activations (other than system alarms) before calling dispatch.'.

1 Georges Workshop

55532423 55576325 55573245

☐ Contacted ☐ Contact Failed ☐ Attended

Workshop: Careful entering back door, watch for tools on ground and shelves.  
Panel located behind desk.

Override for George's Workshop, signal is generic.

Non-Specific alarm trigger, dispatch to investigate cause and to close alarm.

Call George first on any activations (other than system alarms) before Dispatch.

OK Password ✓  
Hold Up Password ✓  
URN

2 George Smith

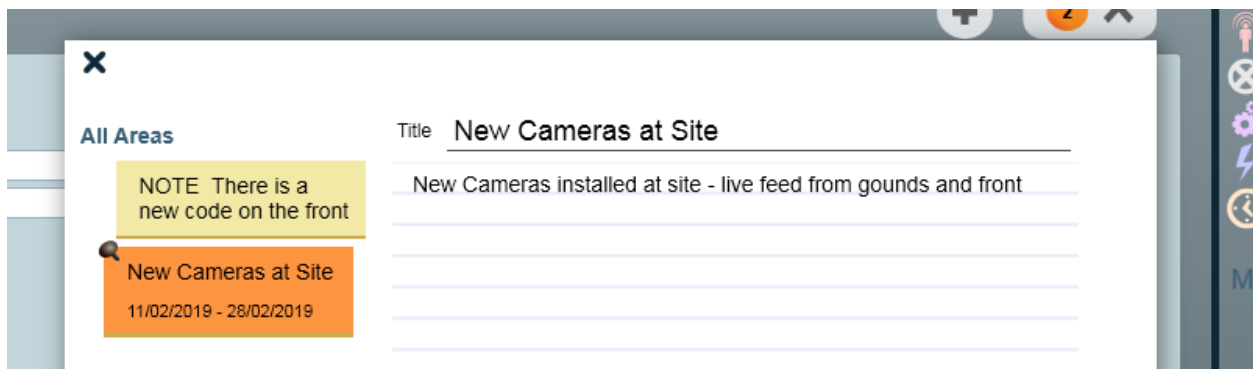
55532423 55573245 0211134256

☐ Contacted ☐ Contact Failed ☐ Attended

Call George on any alarm activations (other than system alarms) before calling dispatch.

## Temporary Notes:

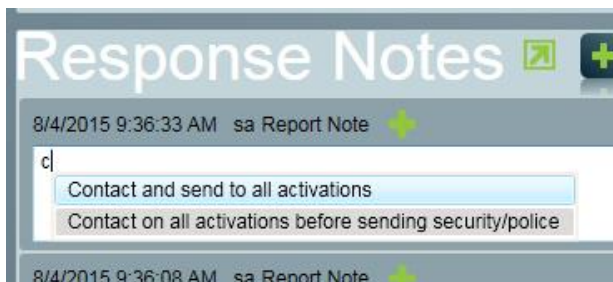
Temporary Notes allow clients to have site specific messages logged against their account to inform your operators about important information. Site notes can be set to automatically pop up when operator opens the client or the client's activation. Temporary notes can have an expiry date and are automatically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



## Standard Messages:

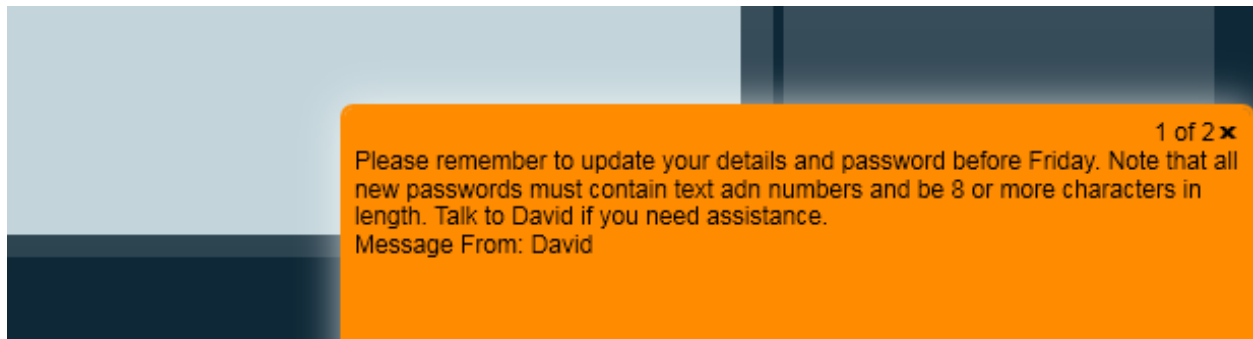
Standard Messages make it easy for operators to enter common phrases. Standard Messages are context sensitive and can also be defined for just one area of Patriot such as site instructions, notes, messages, user fields, response notes or all areas of Patriot.

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.



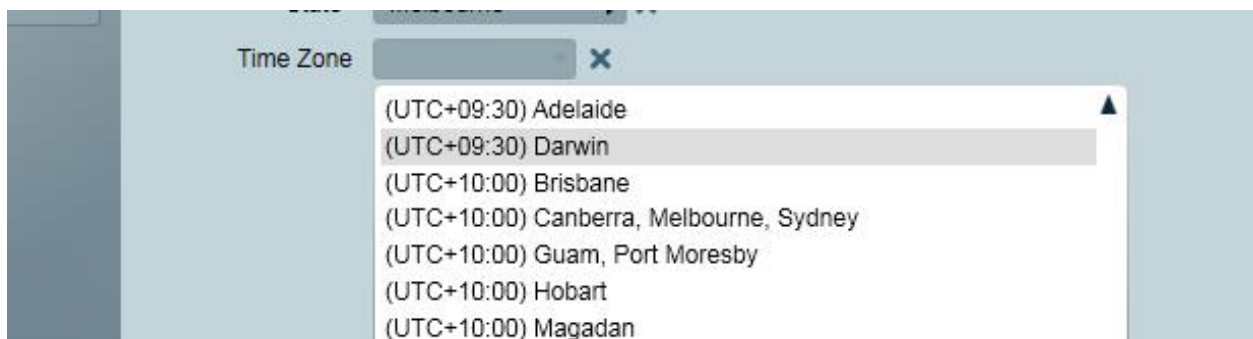
## Operator Messages:

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.



## Advanced 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 just set and forget. 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.



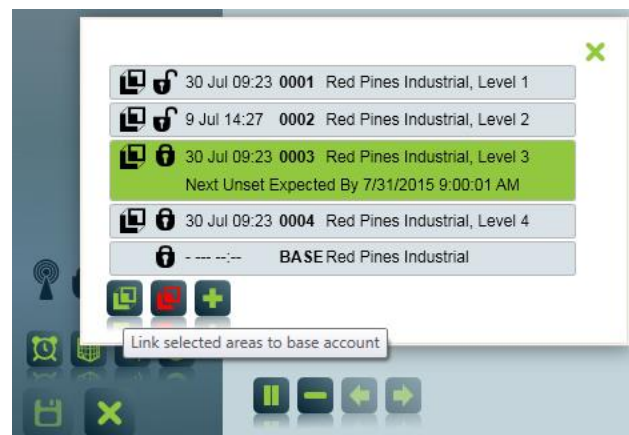
## Disaster / Activation Filtering:

Activation filtering allows your operators to filter out certain types of alarms in an event of a power cut or disaster that causes a large amount of power or polling failures. Operators can filter by alarm type and/or city so they 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.



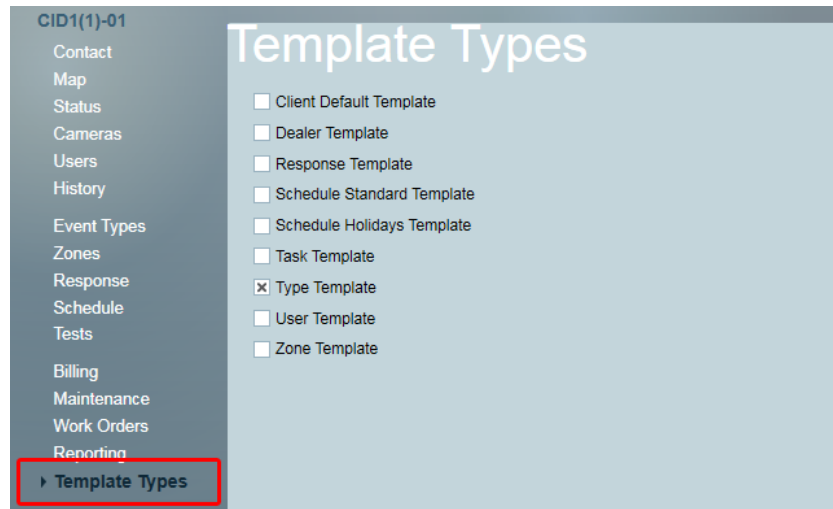
## Work Orders:

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.





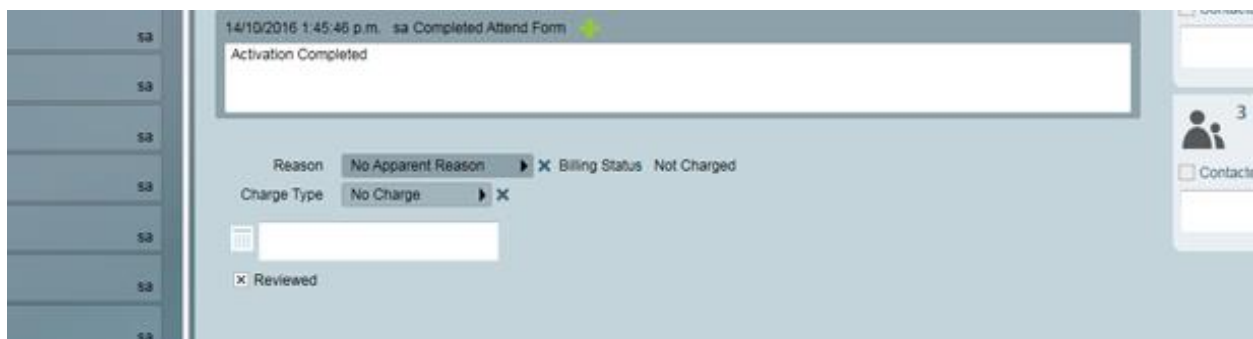
## Response Plans:

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.



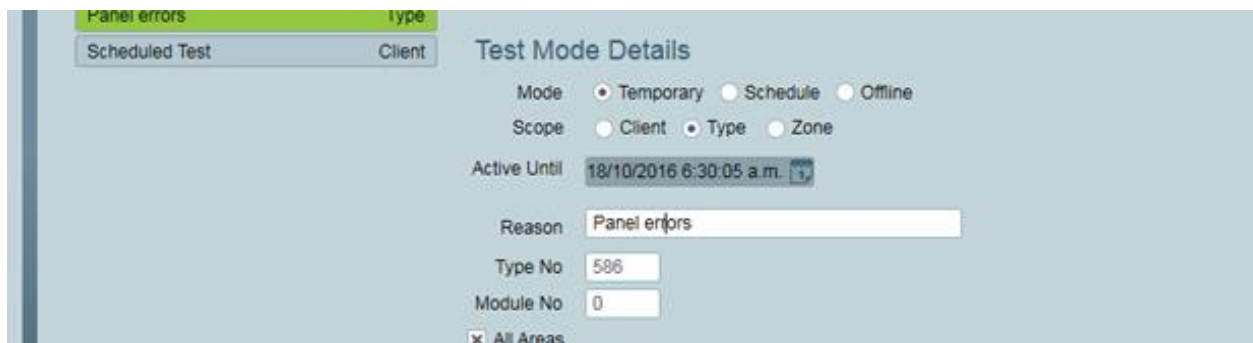
## Completed Activations Window:

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.



## 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 with multi Area sites.

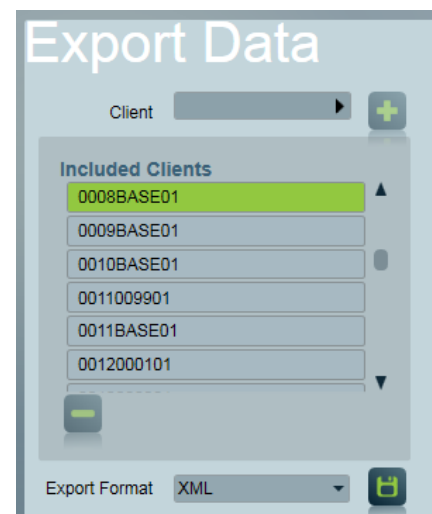


The screenshot shows the 'Test Mode Details' form. On the left, there are two tabs: 'Panel errors' (highlighted in green) and 'Scheduled Test'. Below these is a 'Client' dropdown menu. The main form area contains the following fields and options:

- Mode:** Radio buttons for 'Temporary' (selected), 'Schedule', and 'Offline'.
- Scope:** Radio buttons for 'Client', 'Type' (selected), and 'Zone'.
- Active Until:** A date and time picker showing '18/10/2016 6:30:05 a.m.'.
- Reason:** A text input field containing 'Panel errors'.
- Type No:** A text input field containing '586'.
- Module No:** A text input field containing '0'.
- Checkboxes:** A checked checkbox labeled 'All Areas'.

## 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 individually.



The screenshot shows the 'Export Data' form. At the top, there is a 'Client' dropdown menu with a green plus icon to its right. Below this is a section titled 'Included Clients' which contains a list of client IDs:

- 0008BASE01 (highlighted in green)
- 0009BASE01
- 0010BASE01
- 0011009901
- 0011BASE01
- 0012000101

At the bottom of the form, there is an 'Export Format' dropdown menu set to 'XML' and a green export icon.

## 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.



## 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.\*



## Operator Response Report

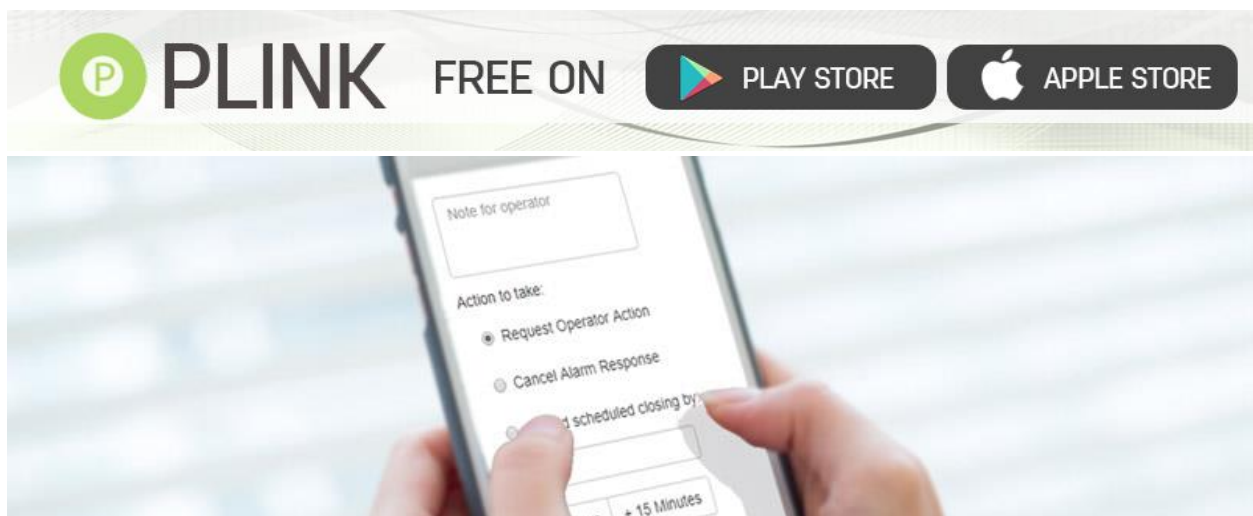
ID	Client	Alarm Description	Time	Response Time	Operator
1014960	0358000401	Burglary	2/09/2016 5:53:19 a.m.	00:00:03	Sarah
1014927	0401000801	No Signals Received	2/09/2016 2:25:01 a.m.	00:00:03	Sarah
1014986	0672000501	Opened Out of Hours	2/09/2016 6:42:09 a.m.	00:00:04	Sarah
1014973	4300000101	Opened Out of Hours	2/09/2016 6:02:48 a.m.	00:00:04	Sarah
1015032	2046002001	Phone Line Fault	2/09/2016 11:08:57 a.m.	00:00:05	Rob
1014972	0328000601	Burglary	2/09/2016 6:01:00 a.m.	00:00:05	Sarah
1014971	0328000601	Burglary	2/09/2016 6:00:26 a.m.	00:00:05	Sarah
1014963	4404000101	Ac Loss	2/09/2016 5:57:44 a.m.	00:00:05	Sarah
1014937	2147000101	Opened Out of Hours	2/09/2016 4:32:24 a.m.	00:00:05	Sarah
1014917	0750000101	Burglary Multi Use Room Pir	2/09/2016 1:09:32 a.m.	00:00:05	Sarah
1014912	0679000101	Late To Close	2/09/2016 12:30:01 a.m.	00:00:05	Sarah
1014975	0505000201	Opened Out of Hours	2/09/2016 6:04:07 a.m.	00:00:06	Sarah

# Additional Module Features:

*Patriot has over 50 optional Modules so you can tweak your Patriot system to meet your customer and station requirements. The flexible license system will allow you to add trials for new additional modules and allow your station to adapt quickly and get ahead of the competition. As well as allowing your station to monitor the newest security products these additional modules will allow you to sell new value added services to your customers.*

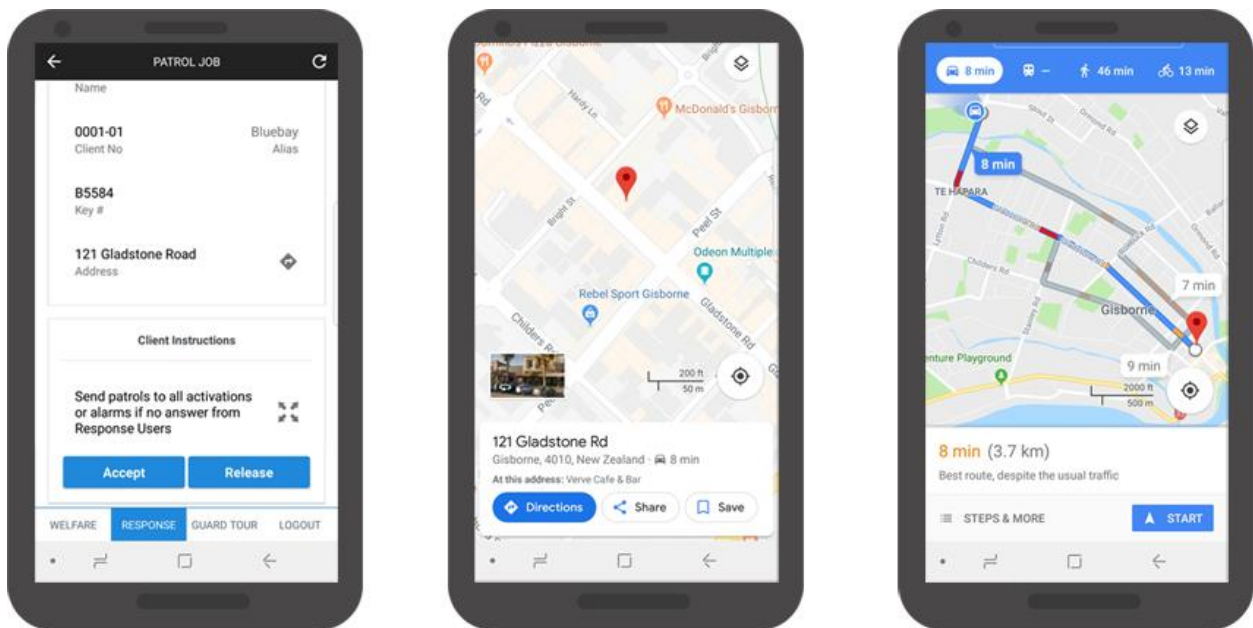
## Plink First Response Module:

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.

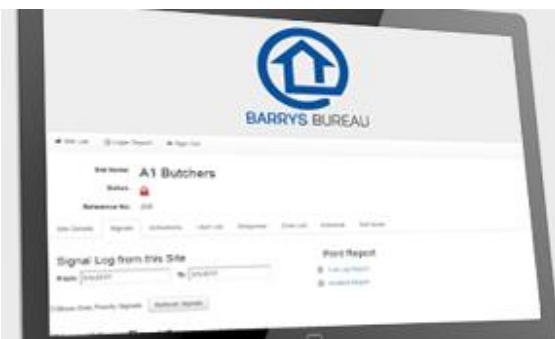


## Plink Patrol Module:

Patriots Patrol app will allow you to dispatch jobs directly to the Patrol phone, receive instant updates and status changes and the results of the Patrol. The Patrol app also provides welfare checks and duress functions to keep your patrol safe and Patrol Site Check mode allowing patrols to scan NFC and QR codes. Digital Runsheets keep your Patrols on time and on track with their runs. The Patrol can update each jobs checklist and the app logs data back to the station instantly.



## Internet Client Access:



Patriot Internet Client Access allows customers 24/7 access to their signal and activation history, response configuration and site details. Bureaus have instant access to their clients where they can update details, create work orders and generate a variety of reports. ICA Security Groups allow different access for Technicians to use while on

site so they can put site zones on test mode and check live signal details without contacting the station. Users can Arm/Disarm and control outputs through ICA on compatible alarm panels.

Save

Reset

Cancel

Client Details

User No

3

☒ Respond

Call Order

Call Order

Telephony Pin

1254

Code

DD0091

User Details

Name

David

Type

User

Phone No

04 854 8592

After Hours No

After Hours No

Pager No

Email

david@bluebayprimary.com

Mobile Email

Mobile Email

ZIP/Post Code

ZIP/Post Code

Address

Address Line 1

Address Line 2

ICA

Clients

Activations

From

Dec 26, 2017, 12:00:00 AM

To

Jan 26, 2018, 11:59:59 PM

Reason

All

1/23/18, 2:26 PM Ticket No 505	Red Pines Industrial, Level 2	A/C Loss Reason: No Apparent Reason
1/23/18, 2:26 PM Ticket No 504	Red Pines Industrial, Level 1	A/C Loss Reason: No Apparent Reason
1/23/18, 2:26 PM Ticket No 503	Blue Bay Primary School	A/C Loss Block 1 Reason: No Apparent Reason
1/23/18, 2:26 PM Ticket No 502	Georges Workshop	Burglary Office Reason: No Apparent Reason

Page 1 10 per page

BASE Area

Georges workshop

Client No 0003-01

Signals

Activations

User List

Response

Zone List

Schedule

Work Orders

Test Mode

Save Report

Change filter criteria

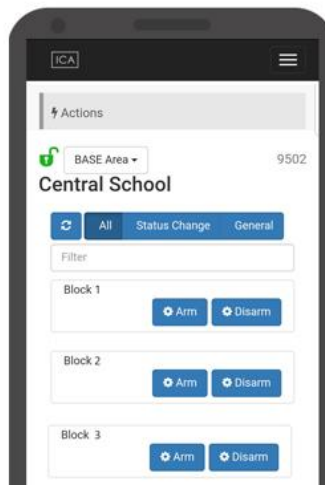
Before 1/26/18, 11:59 PM

1/24/18, 9:55 AM	Open By Tracey Keens
1/24/18, 9:55 AM	Open By Tracey Keens
1/24/18, 9:55 AM	Open By Tracey Keens
1/24/18, 9:55 AM	Open By Tracey Keens
1/23/18, 3:05 PM	Schedule/Test Mode Workshop Site manually off testmode testing alarm panel - Change made by sa
1/23/18, 3:02 PM	(Test Mode:testing alarm panel)Schedule/Test Mode Staff Room on testmode testing alarm panel, 23/01/ - Change made by WB:43
1/23/18, 2:27 PM	Completed Attend Form - Activation Completed
1/23/18, 2:27 PM	Marked Report Note - testing alarms
1/23/18, 2:26 PM	Burglary Office
1/23/18, 2:26 PM	Burglary Office



## Permaconn / SkyTunnel Output / Arm & Disarm Control

Innerrange and third party panels connected with a T4000 using SkyCommand can now be armed and disarmed from Patriot. Operators can arm and disarm panels from within the Patriot UI and end Users, Bureaus and Techs can use their ICA or Plink app to control their panel if given correct security rights.



- ✓ Users can Arm & Disarm Panels from Patriot ICA or Plink
- ✓ Users can control Panel outputs from ICA or PLINK
- ✓ Operators can Arm & Disarm Panels from Patriot
- ✓ Operators can control Panels outputs from Patriot



## 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.





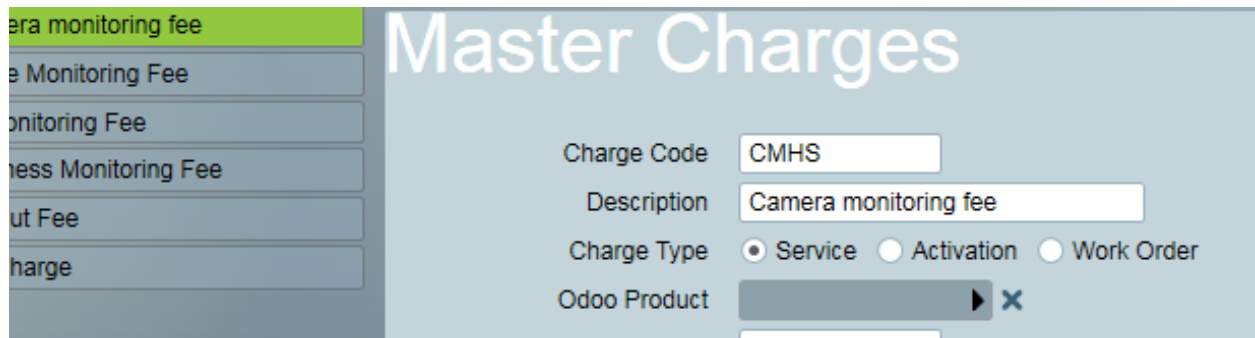
## Automatic Dialing:

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.



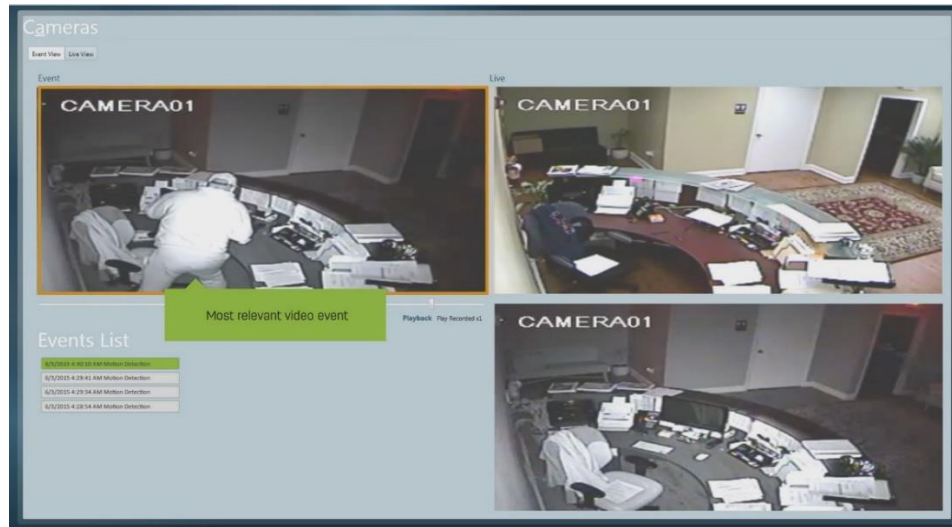
## Accounting & SRM:

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.



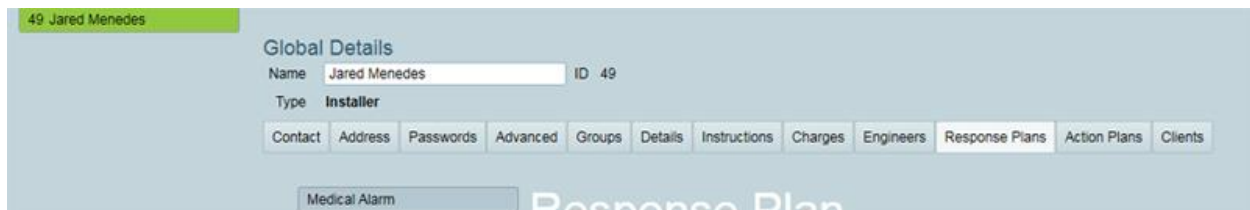
## CatchIT - Enhanced Video Verification System:

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.



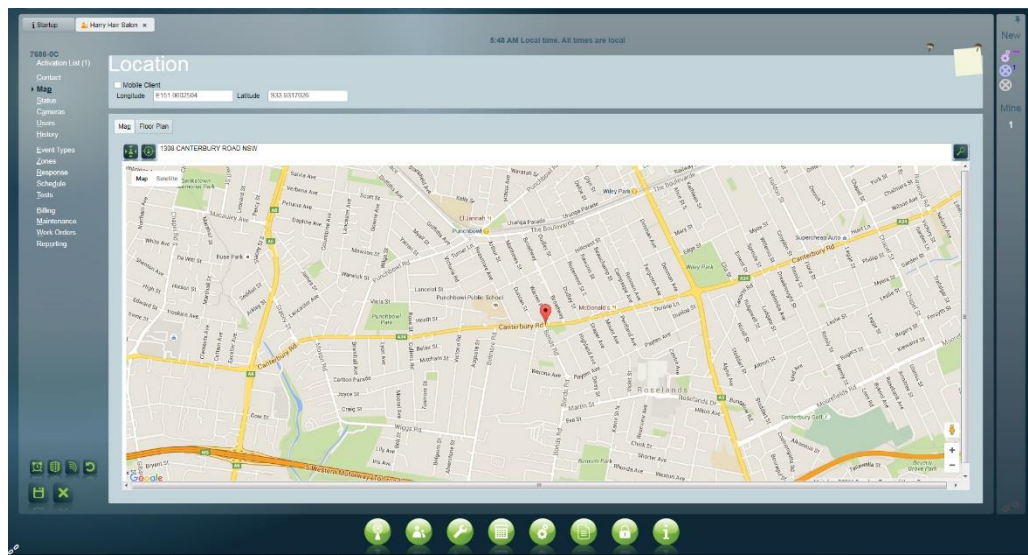
## Bureau / Dealer features:

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.

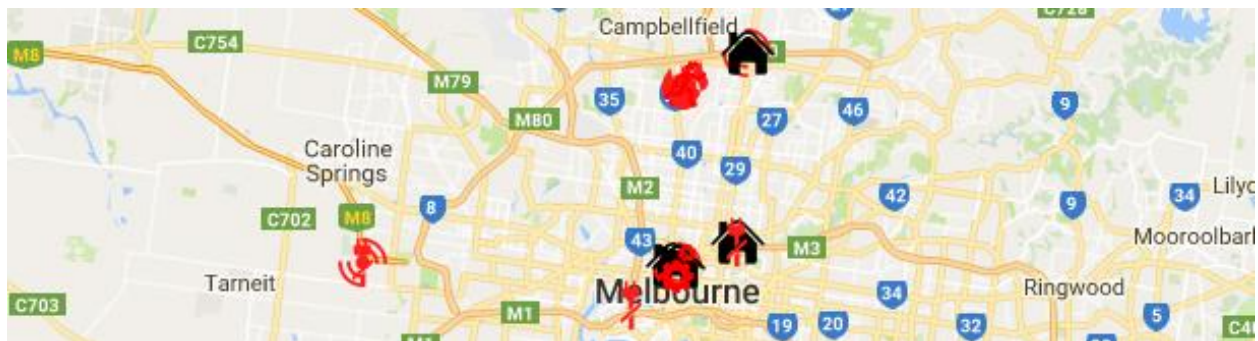


## Mapping:

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.

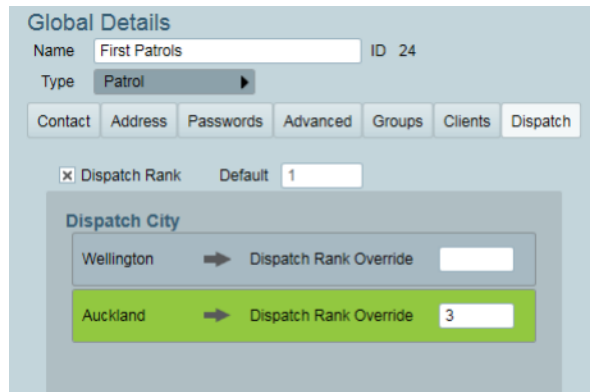


The Activation Mapping Window provides a map of all the current activations. You can also have Patrol and clients that have not alarm shown simultaneously as those that have alarmed.



## 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.



The screenshot shows a web interface for the 'Global Details' of a patrol. The 'Name' field is 'First Patrols' and the 'ID' is '24'. The 'Type' is set to 'Patrol'. Below this are tabs for 'Contact', 'Address', 'Passwords', 'Advanced', 'Groups', 'Clients', and 'Dispatch'. The 'Dispatch' tab is active, showing a 'Dispatch Rank' section with a 'Default' value of '1'. Below this is a 'Dispatch City' section with two entries: 'Wellington' and 'Auckland'. Each entry has a 'Dispatch Rank Override' field. The 'Auckland' entry is highlighted in green and has a value of '3' in its override field.

City	Dispatch Rank Override
Wellington	
Auckland	3

\* Some features require additional modules. Some modules require the Enterprise version of Patriot. Contact Patriot sales for more information.

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