

INNOVATIVE AND CUSTOMIZED REMOTE SERVICES



CREATE REMOTE SERVICES BASED ON VIDEO, AUDIO, GPS AND ALARMS
& ADAPT SERVICES TO STANDARD OPERATING PROCEDURES

FINANCIAL

BANK VAULT OPENING SUPERVISION

STANDARD PROCEDURES REQUIRE SUPERVISING THE OPENING OF A BANK BRANCH VAULT. AN **AGORA** OPERATOR RECEIVES A NOTIFICATION OF AN OPEN VAULT IN ONE OF THE BRANCHES AND SUPERVISES THE VAULT OPENING OPERATION, REPORTING ANY ISSUES.



FINANCIAL

ATM IMAGE VERIFICATION GUARD TOUR

AN **AGORA** REMOTE OPERATOR GOES THROUGH A TOUR OF ALL THE ATM CAMERAS AND COMPARES LIVE VIDEO AGAINST A REFERENCE IMAGE WITH THE IDEAL ORIENTATION FOR EACH CAMERA. THE TOUR REPORT CAN BE USED BY THE MAINTENANCE TEAMS.



FINANCIAL

BANK BRANCH ALARM PANEL STATUS

STANDARD PROCEDURES REQUIRE ARMING THE ALARM PANEL AT THE BRANCH CLOSING TIME, BUT SOMETIMES THE PANEL IS LEFT UNARMED. AN **AGORA** OPERATOR CAN DO A REMOTE TOUR TO CHECK THE STATUS OF ALARM PANELS IN ALL THE BRANCHES AND ARM THEM IF NECESSARY.



FINANCIAL

RETAIL

CONVENIENCE STORE ESCORT SERVICE

A CONVENIENCE STORE IS OPEN 24 HOURS A DAY. AT NIGHTTIME, THE CASHIER IS ALONE IN THE STORE. IF HE SENSES ANY DANGER, HE CAN PRESS A PANIC BUTTON TO ASK FOR AN **AGORA** OPERATOR TO WATCH HIM REMOTELY USING THE CCTV CAMERAS.



RETAIL

SUPERMARKET OPENING & CLOSING SUPERVISION

A LARGE STORE CHAIN WANTS TO IMPLEMENT STANDARD PROCEDURES FOR OPENING & CLOSING ITS SUPERMARKET STORES. WITH **AGORA**, A REMOTE OPERATOR CAN SUPERVISE THESE PROCEDURES.



RETAIL

GAS STATION RUNAWAY CUSTOMER

A GAS STATION CASHIER DETECTS A RUNAWAY CUSTOMER AND PASSES THE PANIC BUTTON. AN **AGORA** OPERATOR WILL HANDLE THE SITUATION REMOTELY BY CALLING THE POLICE AND GATHERING PHOTO AND VIDEO EVIDENCE.



RETAIL

LOGISTICS

TOBACCO TRANSPORT PANIC ALARM

A CARGO TRUCK IS CARRYING TOBACCO TO A LOGISTICS HUB. SENSING DANGER, THE DRIVER PASSES A PANIC BUTTON TO ASK FOR REMOTE ASSISTANCE FROM AN **AGORA** OPERATOR THAT CAN IMMEDIATELY KNOW THE GPS LOCATION OF THE TRUCK AND CALL THE DRIVER.



LOGISTICS

WAREHOUSE REMOTE CONCIERGE FOR SUPPLIERS

TRUCKS PICK UP THE GOODS STORED IN THE WAREHOUSE ALONG THE DAY. THEY ACCESS THE GOODS THROUGH AN UNMANNED CARGO GATE. AN **AGORA** OPERATOR REMOTELY SUPERVISES ALL ACCESSES TO THE GATES.



LOGISTICS

WAREHOUSE NIGHT REMOTE GUARD TOUR

A DISTRIBUTION CENTER WAREHOUSE IS PROTECTED BY CCTV CAMERAS THAT COVER SENSITIVE AREAS WHERE VALUABLE GOODS ARE STORED WHILE WAITING TO BE DELIVERED. AN **AGORA** OPERATOR CAN REMOTELY PERFORM RANDOM VIDEO TOURS TO CHECK THOSE AREAS.



LOGISTICS



UTILITIES

SOLAR POWER PLANT PERIMETER INTRUSION

POWER STATIONS ARE STRATEGIC REMOTE SITES THAT MUST BE WELL PROTECTED. FALSE INTRUSION ALARMS ARE COMMON, BUT WITH **AGORA** ALARM VIDEO-VERIFICATION THEY ARE BETTER FILTERED AND UNNECESSARY OPERATIONAL COSTS ARE AVOIDED.



UTILITIES

FIELD TECHNICIAN REMOTE CONCIERGE

A FIELD TECHNICIAN ARRIVES AT A TELECOM ANTENNA SITE TO PERFORM MAINTENANCE TASKS. THE DOOR IS CLOSED, BUT AN **AGORA** OPERATOR CAN VALIDATE HIS ID AND GRANT HIM ACCESS REMOTELY.



UTILITIES

FIELD TECHNICIAN "MAN DOWN" ALARM

A FIELD TECHNICIAN IS PERFORMING MAINTENANCE TASKS IN A POWER PLANT. HE SUFFERS AN ELECTRIC SHOCK AND FALLS DOWN. HIS RUGGED PHONE WILL GENERATE A "MAN DOWN" ALARM TO BE HANDLED BY A REMOTE **AGORA** OPERATOR.



UTILITIES

OFFICES

GRANT ACCESS FOR EXTRA WORK

A WORKER ARRIVES THE OFFICE ON SATURDAY TO DO EXTRA WORK, BUT IS DENIED ENTRY BY THE ACCESS CONTROL SYSTEM. AN **AGORA** OPERATOR CAN REMOTELY GRANT HIM ACCESS AFTER VALIDATING HIS ID AND CHECKING WITH HIS SUPERVISOR.



OFFICES

SME OFFICE ENERGY SAVINGS

IN AN SME OFFICE, THE LAST PERSON EXITING THE BUILDING SHOULD TURN THE LIGHTS OFF, BUT SOMETIMES THIS DOES NOT HAPPEN. WITH **AGORA** REMOTE VIDEO PATROL, OFFICE LIGHTS CAN BE TURNED OFF REMOTELY TO SAVE ENERGY.



OFFICES

OFFICE EARLY MORNING INTRUSION

AN SME OFFICE IS PROTECTED BY CCTV CAMERAS WITH MOTION DETECTION. IF A WORKER ARRIVES EARLIER THAN EXPECTED, THE INTRUSION ALARM WILL GO OFF BUT AN **AGORA** OPERATOR CAN REMOTELY MANAGE THE SITUATION.



OFFICES

INDUSTRY

REMOTE CONCIERGE FOR SUPPLIERS

SUPPLIERS DELIVER RAW MATERIALS IN TRUCKS THAT ENTER THE FACTORY PREMISES THROUGH AN UNMANNED CARGO GATE. AN **AGORA** OPERATOR REMOTELY SUPERVISES ALL ACCESSES BY INTERACTING WITH THE DRIVERS VIA AN INTERCOM WITH AUDIO AND VIDEO.



INDUSTRY

ACCIDENT WITH A LOCAL GUARD

A FACTORY HAS CONTRACTED MANNED GUARD PATROLS AROUND THE WAREHOUSE. IF A PATROL GUARD IS ATTACKED AND FALLS DOWN, HIS RUGGED PHONE WILL GENERATE A "MAN DOWN" ALARM THAT CAN BE HANDLED BY A REMOTE **AGORA** OPERATOR.



INDUSTRY

INDUSTRIAL COMPOUND PERIMETER PATROL

A LARGE INDUSTRIAL COMPOUND HAS ITS PERIMETER COVERED BY CCTV CAMERAS. A SECURITY COMPANY CAN USE **AGORA** TO PERFORM SEVERAL REMOTE VIDEO TOURS PER NIGHT, CHECKING ALL THE CAMERAS IN EACH TOUR.



INDUSTRY

TRANSPORTATION

PUBLIC TRANSPORT PANIC ALARM

A BUS COMPANY HAS INSTALLED CCTV ON ALL ITS BUSES. IF A DRIVER PASSES THE PANIC BUTTON, AN **AGORA** OPERATOR RECEIVES THE GPS LOCATION OF THE BUS, SEES LIVE VIDEO FROM THE CCTV CAMERAS AND CALLS THE DRIVER.



TRANSPORTATION

UNATTENDED OBJECT IN TRAIN STATION

THE **AGORA** OPERATOR AVOIDS UNNECESSARY OPERATIONAL COSTS IN CASE OF A FALSE ALARM, OR CALLS THE POLICE IN CASE OF A TRUE ALARM. FURTHERMORE, HE CAN PERFORM A REMOTE VIDEO-VERIFICATION TO CHECK THE AREA.



TRANSPORTATION

CROWD ALARM IN METRO STATION

FOLLOWING AN ALARM VIDEO-VERIFICATION PROCEDURE, AN **AGORA** OPERATOR USES LIVE VIDEO TO CONFIRM THE ALARM AND TALKS TO THE CROWD VIA A SPEAKER CONNECTED TO THE CAMERA ON THE PLATFORM.



TRANSPORTATION