

# Companies with **Multiple Sites**

**CENTRALISE DAY-TO-DAY SECURITY TASKS AND REDUCE OPERATING COSTS  
SPEED UP ROI IN SECURITY SYSTEMS**



## “OPEN & STANDARD” & PROTECT YOUR INVESTMENT

AGORA is **compatible with the main security equipment manufacturers and vendors worldwide** (CCTV, audio, GPS, access control, intrusion and video analytics). In addition, compatibility with various established standards ensures it can be **integrated with a wide range of products**.

AGORA centralises tasks by integrating a wide range of equipment. AGORA allows the **combination of existing equipment with cutting-edge technology** in order to get the best of past investments and keep up with business growth.



## CUSTOMISING REMOTE SERVICES

AGORA enables an easy customisation of all tasks via the Operator Guidance, allowing the **implementation of the organisation’s procedures**. Regardless of the company’s size, operating specificities or stage of development, **AGORA’s high level of customisation** allows its implementation in a wide variety of situations: office buildings, industrial facilities, chain stores, bank branches, convenience stores and petrol stations, among others.



## PERFORMANCE ANALYSIS REPORTS AND CHARTS

AGORA incorporates a set of tools that allow a **performance analysis of the control room** via reports and charts. AGORA also provides an audit module that records every action taken by the operators and allows duly authorised users to access this data and supervise all the actions that were performed.

## SECURITY MANAGEMENT SOFTWARE

INTEGRATES **DIFFERENT SECURITY AND BUILDING MANAGEMENT EQUIPMENT INTO A SINGLE INTERFACE**

**EASY TO USE AND TO LEARN**

DESIGNED TO IMPLEMENT **REMOTE SERVICES** SUCH AS:

- REMOTE CONCIERGE,
- REMOTE GUARD TOUR,
- SUPERVISED ACCESS CONTROL,
- ALARM VIDEO VERIFICATION,
- AND LONE-WORKER PROTECTION.

# REMOTE SERVICES



## REMOTE CONCIERGE

Remote concierge is a service designed to **handle the reception of visitors, employees or service providers from the private security company's control room.** Reception procedures and entry records can be fully adapted to each organisation's needs. Information on reception services is made available in a report that can include a photo, video, audio and text fields. In addition, the remote operator can **remotely open doors, de-activate intrusion alarms and control the illumination.**



## REMOTE GUARD TOUR

Remote guard tour is a service that can be performed from the private security company's control room by an operator to complement or **replace conventional physical surveillance patrols.** The operator receives **step-by-step instructions about what to do** or to check at each point in the tour. AGORA records the check-list, the operator's responses, and images associated with the tour. **This record can be included in a full report and sent to the client.**



## SUPERVISED ACCESS CONTROL

This service allows a remote operator to **handle situations originating from access control systems** at entry points lacking permanent local guards. The remote operator can handle situations such as: out-of-schedule access, forced entry, door left open for too long, card error or anti-passback. Each situation is handled in a customised way, **in line with each organisation's procedures**, by giving the operator step-by-step instructions.



## ALARM VIDEO VERIFICATION

This service allows the remote operator to determine **whether an alarm is false or real.** AGORA is an easy way to reduce false alarms. The software correlates alarms from the same site and combines them with video, audio and a customised checklist.



## LONE-WORKER PROTECTION

The lone-worker protection service allows the reception of alarms **from mobile devices, the location of an individual via GPS coordinates** and the possibility of performing a sequence of contact attempts. The procedures to handle a no response situation can be customised for each organisation according to the lone worker location.