



PROFESSIONAL MONITORING SERVICES

Why Professional Security Monitoring?

Professional security monitoring is not a new phenomenon, Southern & Northern Monitoring has been supporting connected customers for nearly 40 years. But enhancements in technology coupled with the need for greater visibility have pulled monitored security services to the core of security.

24/7 Security Coverage and Expert Response

Security systems have always had to be monitored, whether that be an intruder alarm, CCTV system, fire detection, flood detection, or even temperature control. No matter how advanced the system when an alarm is raised somebody must respond.

Our professional monitoring centres operate 24 hours a day, 365 days a year and our highly trained team is always on hand to respond to your alarms.

DID YOU KNOW?

Recent data shows that in 2021 across 34 Police constabularies, professionally monitored alarms led to **136,000 genuine calls**, with a **99% attendance** rate from police agencies. Whereas non-monitored alarms, led to just 3,000 genuine calls, 16,000 false alarms, and only 16% attendance.

It's Simple to Get Connected

Contrary to what you might believe, connecting your security system to a professional monitoring centre can be straightforward.

Your security installer can simply set up the connection during or after installation. Traditionally this relied on an analogue phone line, but now digital communication is the preferred method.

Once connected, intruder alarm, CCTV, fire detection, and panic alarm systems can be monitored 24-hours a day. When an alarm is triggered, a signal is sent to the Alarm Response Centre where operators can contact a keyholder or the police or fire brigade in the event of a confirmed emergency.

Self-Monitoring vs. Professional Security Monitoring

You may be wondering, "Why not monitor my own security systems for my home or business?" While wireless technology has made it even easier to monitor security on our smartphones, the key question remains, what happens when an alarm goes off?

If you're a keyholder or homeowner without professional monitoring, you'd have to respond. This may involve investigating the cause of the alarm yourself and potentially calling the police – no matter what time of day it is.

If you're already a responder, you may already understand how much of a nuisance or how daunting that may be.

Professional monitoring service providers use advanced methods and the latest technology to help confirm alarms and take the best course of action as quickly as possible in the event of a real threat, and all from the safety of our remote monitoring centres.

5 Key Benefits to Professional Monitoring

- ✓ 24/7 Security Protection for your business or home
- ✓ Rapid response, from alarm verification to calling the emergency services (police even place higher priority on alarms sent directly from accredited monitoring centres)
- ✓ A safer solution for investigating alarm causes and handling emergencies
- ✓ Help to reduce nuisance false alarms
- ✓ Better business security management – with optional services to supplement or even replace on-site guards.

Why Choose Southern & Northern Monitoring?

- ✓ **Over 100,000 connections** - We're one of the UK's leading monitoring providers, covering thousands of devices each year
- ✓ **Two NSI Gold Accredited Alarm Response Centres** Based in the UK
- ✓ **Always on** - Our monitoring centres run 24 hours a day, 365 days a year, with no gaps in our coverage, even should one centre encounter an issue.
- ✓ **ECHO connected** - We're connected to the Police's own direct network, which can improve response times in participating areas
- ✓ **Bespoke solutions for businesses** - We can provide bespoke options for businesses looking to advance their protection against crime and critical incidents.

What Monitoring Options Are Available?

- Intruder Alarm with a Unique Reference Number (required for police response)
- Professional Keyholding and Alarm Response
- CCTV Monitoring with advanced video verification and false alarm filtering
- Audio Challenge for deterring intruders
- Remote Security Management, including Access Control and Virtual Guard Tours
- Personal Safety and Protection for lone workers



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