

Leaders in Security Communications

First County
Monitoring



SERVICES

- ARC Remote Monitoring Services:
 - Digital Communicators
 - Emizon IP Solutions
 - BT RedCare
 - CSL DualCom
 - CCTV Monitoring to BS8418
 - Keyholder Paging
 - IVP Engineer Testing
- Fire Alarm Monitoring
- Alarm Confirmation
- Elderly Person Monitoring / Careline
- Lone Worker Monitoring to BS8484
- 24 Hour Call / Message Handling
- Free Technical Helpline



First County Monitoring is an NSI Gold Approved Alarm Receiving Centre providing **nationwide 24 hour monitoring** of Intruder, Fire, Personal attack, CCTV, and Lone Worker protection as well as bespoke monitoring services.

In line with our philosophy of providing a comprehensive and fully tailored service, First County Monitoring incorporates an extensive range of security and environmental monitoring services which are designed to meet the individual demands of the customer.

This customer service is backed up by a management and operational team providing technical support and personal consultancy to ensure that all customers enjoy the full extent of the services available.



Whatever the size of your company we can assure you of the highest standards of service and customer support, and that's guaranteed!

Trust and Integrity

First County Monitoring, unbeatable service you can trust

ARC Remote Monitoring Services

Through our NSI Gold Approved Alarm Receiving Centre and Remote Video Response Centre we provide 24 hour Alarm and CCTV Monitoring Services. Our prestigious accreditations include: British Standard 5979 Category II, ISO 9000, BS8418 RVRC, BS EN 50131, PD6662.

Our range of monitoring services cover all the leading service providers:

- **Digital Communicators** - Digital signals are transmitted to the ARC via a standard telephone line if customer alarm is activated.
- **Emizon IP Solutions** - Delivers secure, fully managed, dual-path 'Always on' monitoring for intruder, fire and CCTV systems.
- **BT RedCare** - Continual monitoring of a protected premises telephone line. The ARC is notified if the line is cut. In this case, RedCare GSM, will ensure that monitoring continues.
- **CSL DualCom** - Continual monitoring of a protected premises on any standard telephone line. Alarm signals are transmitted via Radio, GSM or GPRS and will provide notification to the ARC in the event of a line cut.
- **CCTV Monitoring** - The ARC is accredited to provide RVRC to comply with the British Standard BS 8418.
- **Keyholder Paging** - Keyholders can be automatically paged on the receipt of any alarm / system event to any standard mobile phone.
- **IVP Engineer Testing** - Interactive Voice Processing allows engineers to place systems on / off test without any operator assistance.

Fire Alarm Monitoring

Automatic Fire Alarm monitoring provides 24 hour protection of a site's Fire Alarm Panel. Automatic Fire Alarm activations are processed directly to the relevant Fire Authorities in line with current Fire Authority policies.

Alarm Confirmation

The Police ACPO Policy requires that alarm installations can provide Alarm Confirmation before police attendance is requested. This is achieved by the use of Alarm Confirmation technologies that meet strict British and Security Industry standards.

Some of the Alarm Confirmation technologies that First County Monitoring provide are:

- Sequential Confirmation (Contact ID or SIA)
- Audio Confirmation
- Video Confirmation
- DualCom plus & DualCom GPRS (Dual Path Signalling)
- RedCare GSM, RedCare Agile & RedCare Assure (Dual Path Signalling)

Elderly Person Monitoring

Specialist monitoring services to look after the more vulnerable members of our society, to give them, and those who care for them, the confidence to enable them to maintain an independent lifestyle and continue to live at home.

We will provide the necessary response to ensure the resident's well being and safety at all times.

Lone Worker Monitoring Solutions

An all inclusive solution for the protection of your lone working staff. It will enable employers to reduce costs and meet their legal duty of care. Workers will immediately benefit from improved peace of mind.

First County Monitoring is one of a limited number of control rooms providing BS8484 accredited Lone Worker Monitoring, working closely with Association of Chief Police Officers and related industry bodies to ensure lone worker safety nationwide.

24 Hour Call / Message Handling

First County Monitoring can provide your organisation with Out of Hours Message Handling. We will field your engineering calls out of hours or represent your company when your offices are closed 24 hours a day.

Free 24 Hours Technical Helpline

Providing all our customers with technical assistance and guidance 24 hours a day.

Bespoke Monitoring

In an addition to our security services we are able to offer bespoke monitoring which for example includes plant machinery, system and process failures all of which alert our operators instantly.

First County Monitoring



Call First County Monitoring now

**01757
213637**

or email us at

sales@firstcountymonitoring.co.uk



First County Monitoring is SIA and NSI approved.

View our company video:
www.firstcountymonitoring.co.uk

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Trust and Integrity