PatriotSystems

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
Global Security

Index

- ✓ Patriot is UL & ULC certified and meets BS and Grade 1 control room requirements
- ✓ Scalable quantity of accounts from 100 to 100,000+
- ✓ 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, Honeywell, RDC, MX8000, MCDI etc
- ✓ Supports 999 partitioned areas per site, up to 36500 zones per partition & up to 36500 users per partition
- ✓ Runs on Windows OS servers and compatible with virtual machines
- ✓ Data is secured within the industry standard scalable SQL database - SQL Express is provided free with Patriot and is usable up to approximately 2000 accounts
- ✓ Automatic warm backups and Auto Data Restore High Availability options including Always On Availability Groups (AOAG), Windows Server Failover Cluster (WSFC), SQL clustering and SQL mirroring. DR sites are supported with Patriot Enterprise licensing
- ✓ Multiple Task services across servers allows for as many receivers to be connected as needed as well as remote receivers to reduce line charges
- ✓ Patriot supports Active Directory Single Sign, Multi factor authentication, SSL and other industry standard security options
- ✓ Free translation tool and multi-language support provided
- ✓ Customisable alarm sounds
- ✓ Security groups allow configuration of different over 100 View, Edit or Hidden options for different types of operators, technicians and bureaus/dealers
- ✓ 24/7 emergency support available with the optional Patriot Software Assurance program
- ✓ Free online training tutorials and full technical documentation library
- ✓ Smart license system allows additional accounts, workstations and optional modules to be added at any time - no reinstallation required. Control rooms can trial most modules at any time.
- ✓ Over 50 additional optional modules for advanced accounting, dispatch, CCTV, Lone Worker and monitoring operations.

Patriot provides an intuative interface and powerful feature set for all your operator and supervisor processes. Your operators, bureaus and technicians will find Patriot easy to learn, adapt and operate. Advanced alarm handling and smart automation features will reduce time spent on repeatitive tasks such as billing entry or responding to alarm events that can be handled automatically.
Listed below are a few 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 details, Users, Patrols, Emergency Services or any other contacts that need to be called during the response process. To ensure fast response Patriot can be configured to show only those users and instructions that are relevant. This response list that is shown to operators is generated depending on the type of alarm that has been triggered, the account which received it, the Zone or User details, the time and date the event occurs and a varety of other factors. Response Plans can be defined globally and then over ridden at the dealer/bureau or client level if fine tuning ie required. Patriot generates response lists to meet the exact needs of each alarm event resulting in an easy to follow work flow for your control room operators.

Temporary Notes and Font Styling:

Temporary Notes inform your operators of important information for each account. The temporary notes can be set to automatically pop up when operator opens the client or during alarm attendance. Expiry dates can be entered for each note and notes can be ordered so the most important note is shown first.
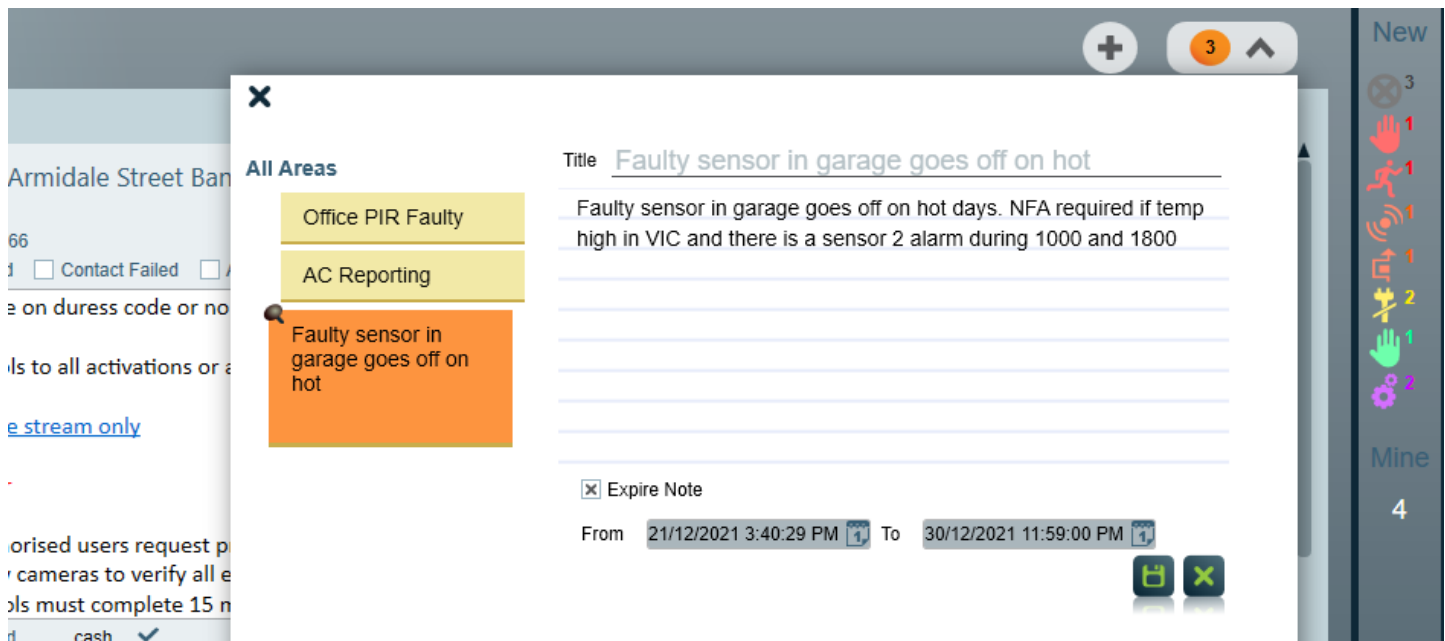
Site instructions, bureau instructions and other notes in Patriot can be styled with color, highlighting of important text and can also include clickable URL links. This allows the important details to stand out and operators can also quickly access outside links in needed.
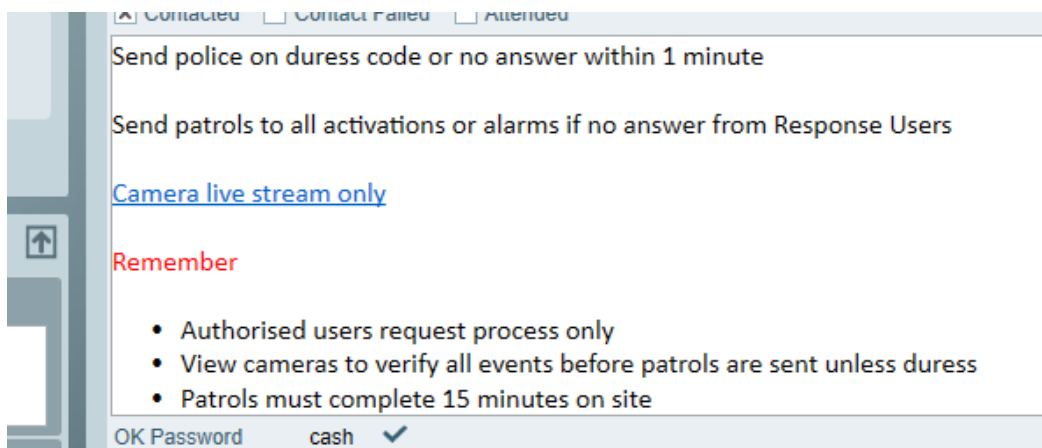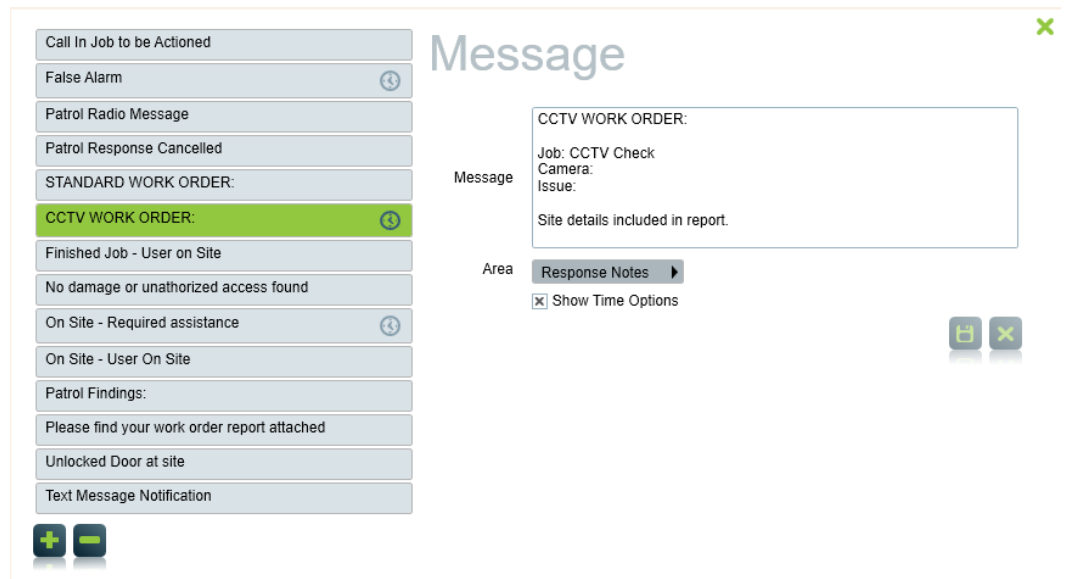
Standard Messages

Standard Messages allows quick and correct entry of commonly used phrases or regularly sent messages. Operators can start typing or double click to trigger the standard messages window in any of the standard message enabled areas such as the site instructions, temporary notes, response notes text messages or instructions.

The Auto Complete function in Patriot Enterprise saves operators time by, as operator's type, presenting these standard messages allowing them to be quickly selected.
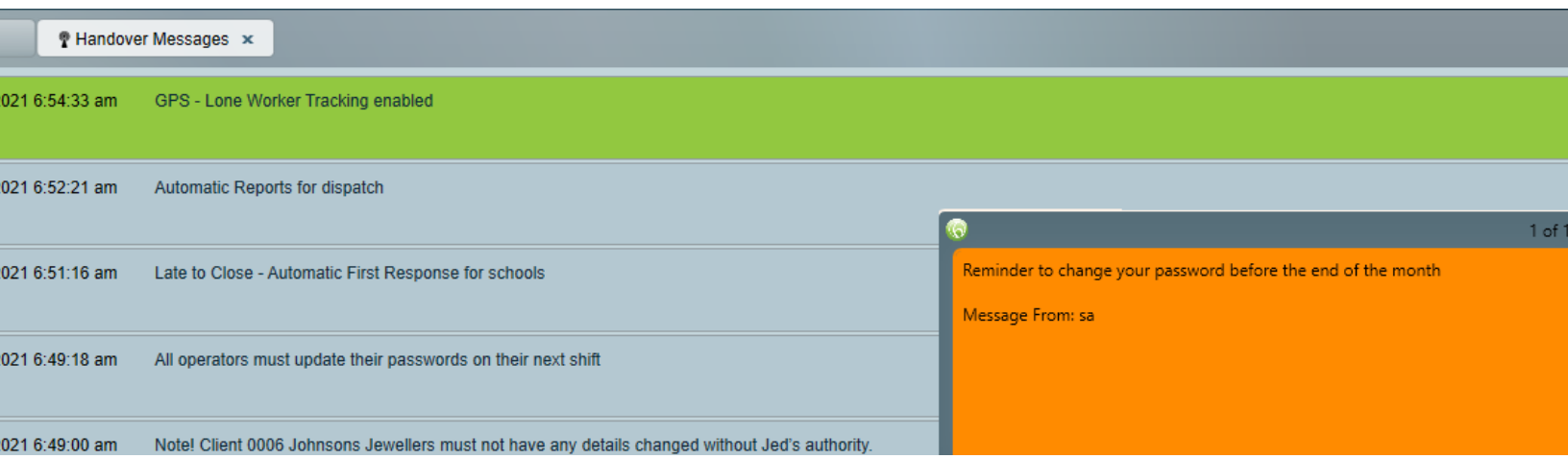
Operator Messages and Message Handover Window:

Messages can be sent to individual or a group of operators, dealers and or bureaus with the operator message feature. Messages can be given a start and expiry date and all users that log into Patriot during this time period will see the message in a popup. The message will immediately pop up on their screen if the operator is currently logged in. High priority messages are highlighted orange and must be acknowledged by the operator. Message history can be reviewed from the messages window and a Message Handover window can be show be default when an operator logs into Patriot.

Advanced Time Zone Support:

If you have customers in different states or countries then Patriot can automatically handle any time differences and changes in time zones for you. Just set the timezone for each city, set the city for each account and Patriot will handle the times for signals, history of time for events and signals and the time shown to operators regardless of where the operator is located. Daylight savings and other changes are automatically accounted for.
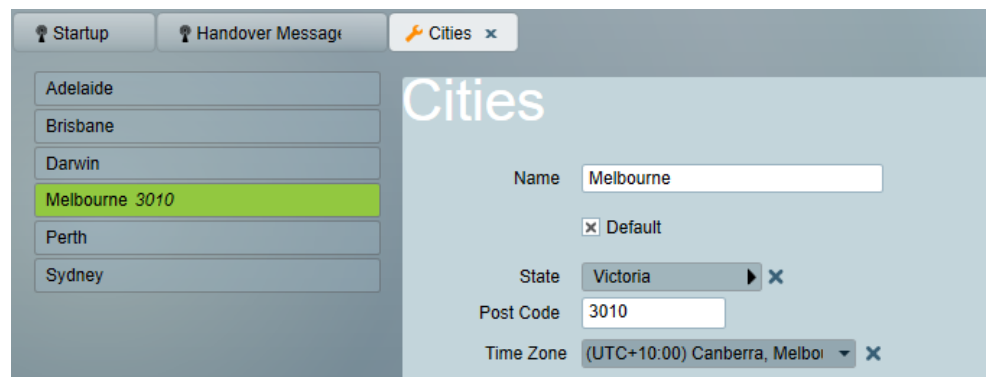
Multi Area Account – Easy to manage and review

Base Accounts functions and the clever Area Menu make maintaining and monitoring multi area sites in Patriot simple. A Base account of a site can be linked fully or by individual details such as Users or schedules to the other areas of a site. Common details are linked automatically to new areas so when the Base account is changed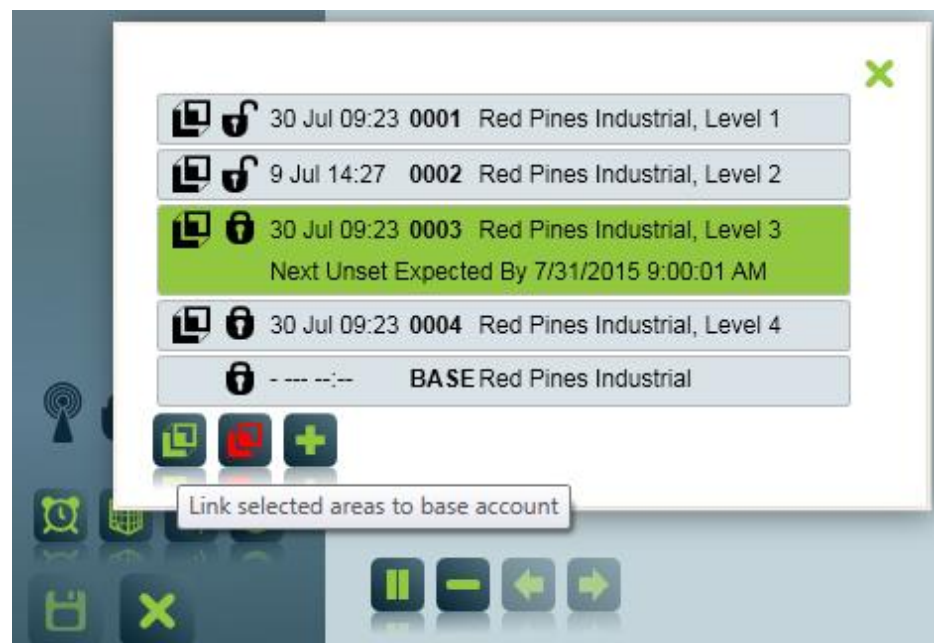 all the area details instantly update as well. Through the area menu operators can quickly access a different area as well as instantly see the status of all of the site areas, the next expected open or close time and if there are any current activations pending.

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 popup. Patriot 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. The automatic notes and schedule handling system ensures minimal operator time on these common events.

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.
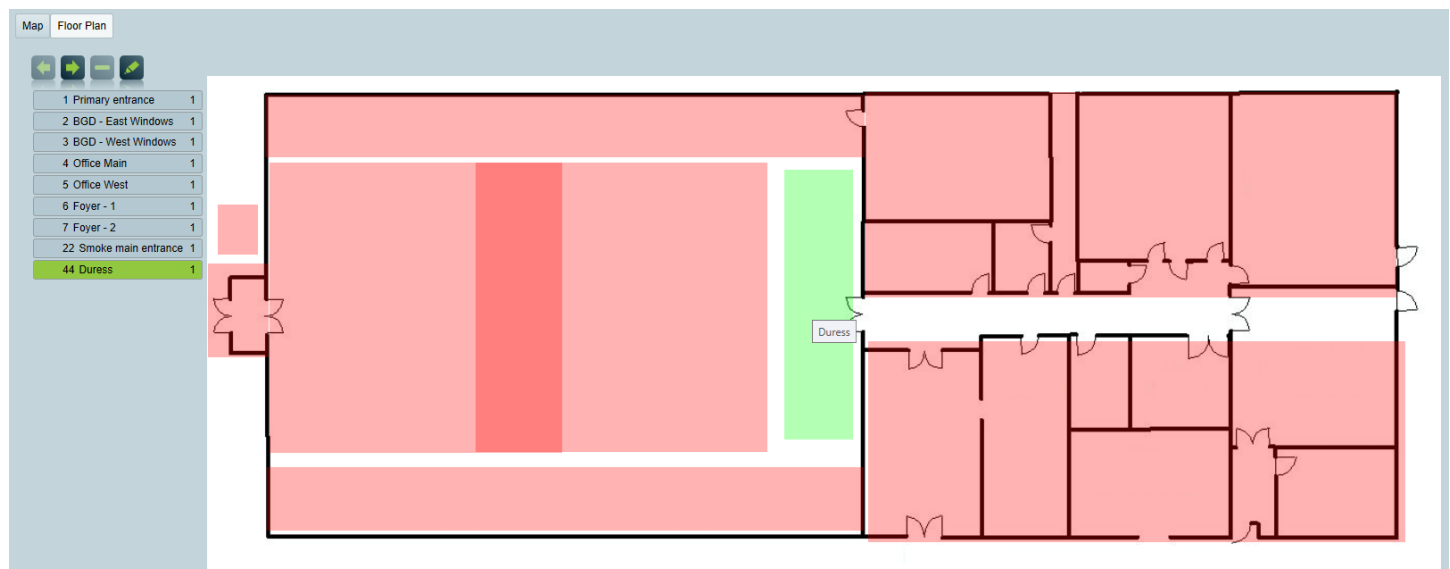
Work Orders:

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.

- • All operator and technician notes and updates are logged for reporting and auditing
- • Technicians can access, update, create and complete Work Orders through Plink App and Patriot ICA web portals. This includes on site and offsite time, charges and digital signature.
- • Work Orders allow for priority, docket numbers, order by, type, charges, feedback, due by date and a variety of other criteria to be entered.
- • Work orders can be linked to Test Modes for accounts or zones. When a work order is completed the test mode can also be automatically completed if linked.
- • Supervisor window allows quick search and review of work orders and admin edit functions.

Templates:

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. Many templates for common panel types and alarm receivers are packaged with Patriot by default which allows new control rooms to get up and running quickly. There are also many less commonly used templates to download from the Patriot library such as the Hikvision cameras event template or the Chiptech Lone Monitoring device event template. Templates can be for different devices (event type templates), alarm receivers as well as for Users associated with many accounts and templates for creating new accounts. Control rooms can create and manage custom templates unique templates or use Patriot default and/or downloaded templates.
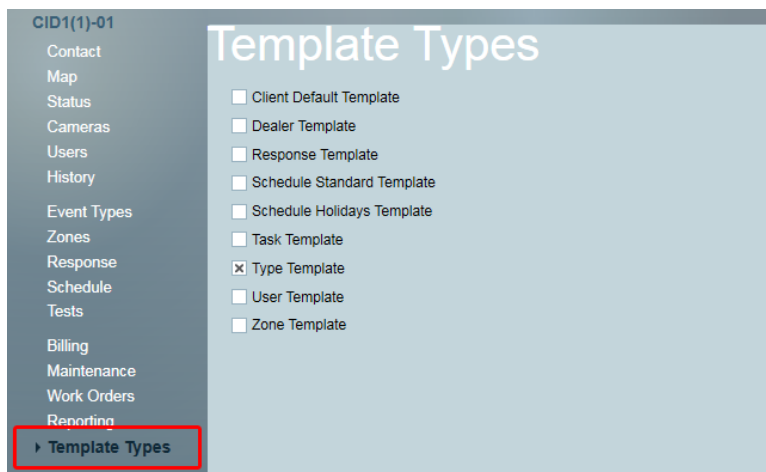
Action Plans:

Action Plans organize and maintain groups of similar alarm events to simplify maintenance while still allow for maximum customization of signal handling. Action Plans settings allow stations to choose exactly how we would like alarm events to be treated by Patriot including the alarm icon, alarm sounds, priority and automatic handling options. Action Plans are a powerful feature of Patriot and can be used to quickly filter signal history, adapt handling of groups of alarms or override alarm handling at bureau or client levels.
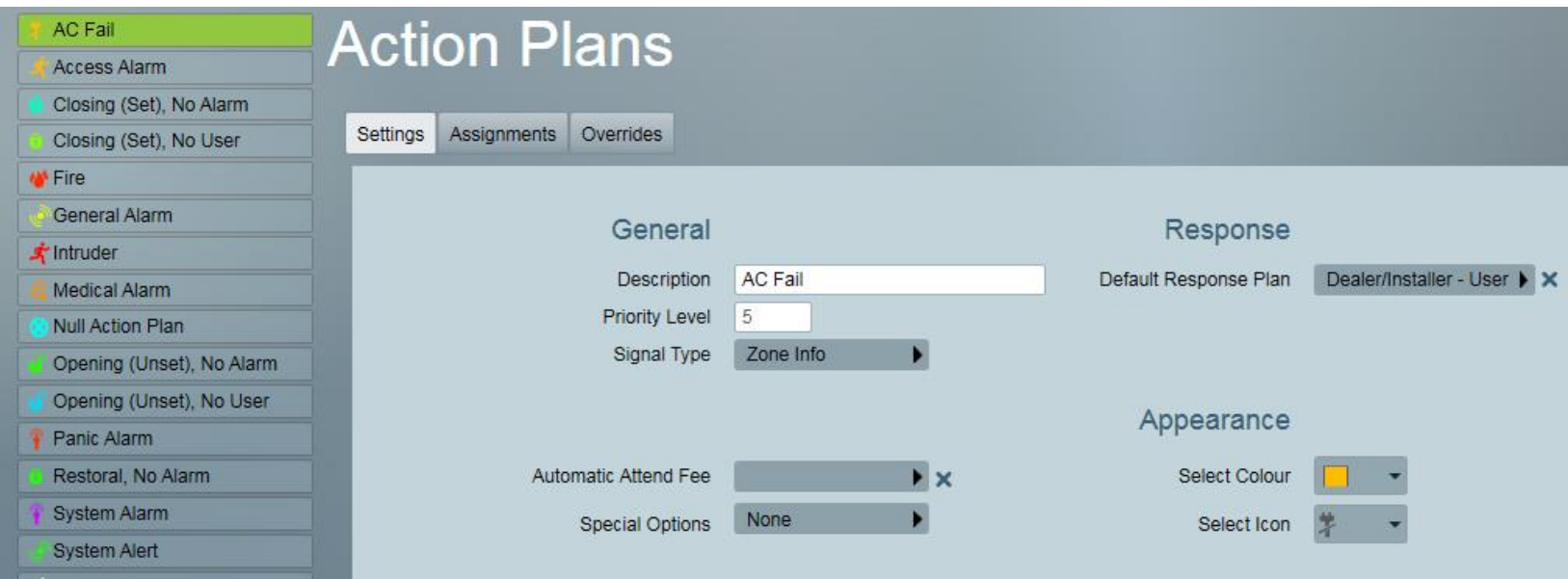
Response Plans:

Response Plans generate the response lists for operators to see and follow during alarm attendance. This includes the user types listed, the users listed, instructions shown, the order of the users and instructions and any automated notifications. Global Response Plans makes setting up new clients easy as their response lists can be automatically generated once Users are selected on an account. No individual response settings need to be configured at a client level. Global Response Plans can be overridden howeve r at a bureau, dealer or client level when specific response plans are required.
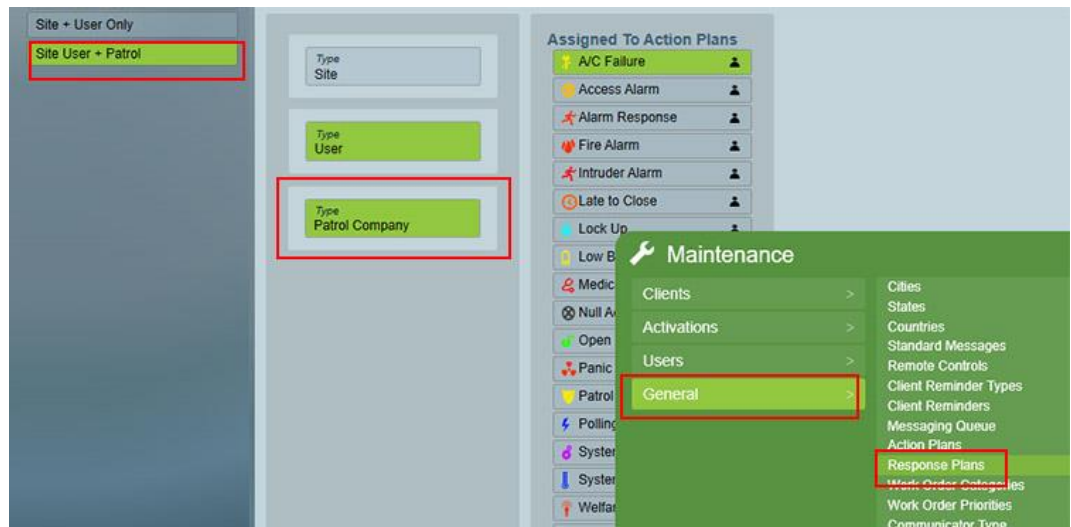
Test Mode:

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 will multi Area sites.
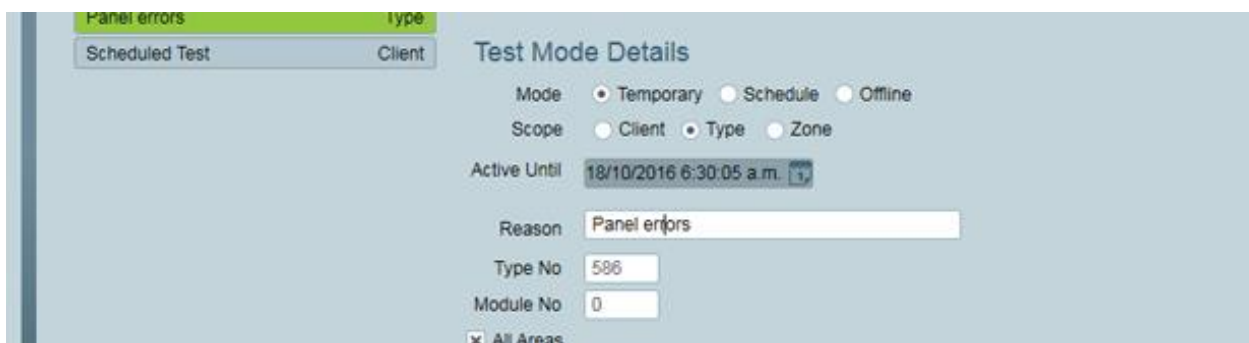
Supervisor Windows and Dashboard:

Supervisors can review data through supervisor windows and the ICA web dashboard. Completed activations can be viewed from the Completed Activations window, Dispatch & Patrol jobs have supervisors windows to search for, review and update details if required.
Unset List windows, activation maps, network diagrams and database statistics are also available.

The dashboard provides an overview to operators or bureaus to review useful data in an interactive easy to use web dashboard. The dynamic information dashboard can be shown on a monitor wall at the front of a control room or viewed by a Bureau on their mobile phone anytime, anywhere.
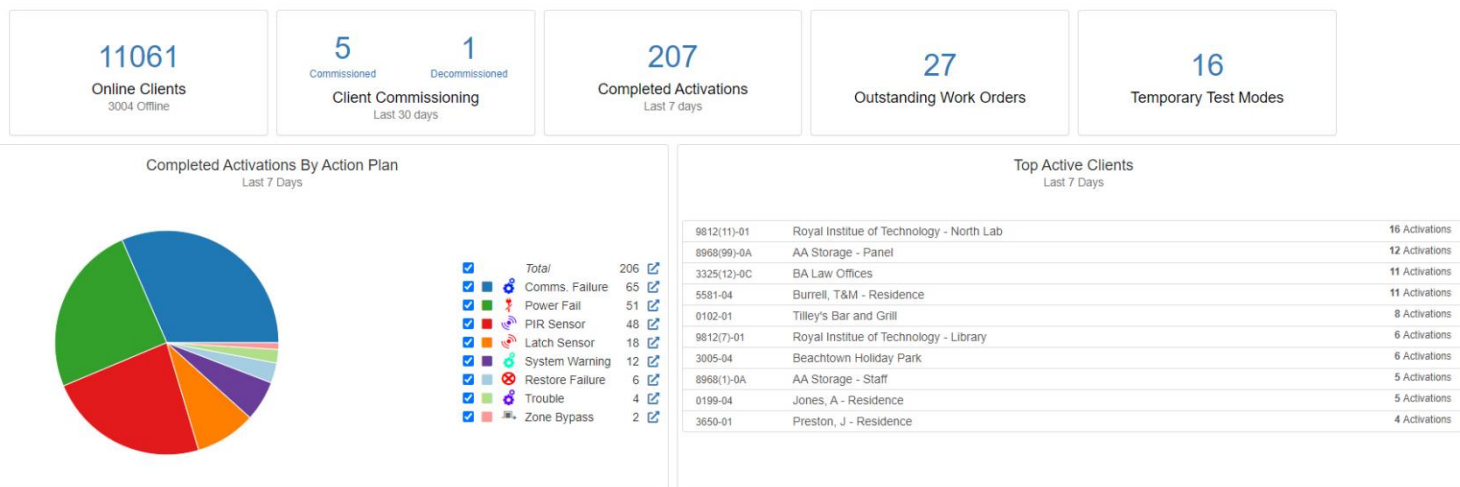
Import / Export Clients:

Patriot provides tools to easily import and export account data. The advanced search functions are a useful tool for finding clients based on different details and quickly selecting them for export. Patriot can export a selected group of clients or templates to back them up, to review or to update and merge back into Patriot. Groups of accounts and templates can also be imported back into Patriot from the same format with the free Patriot Data Conversion Spreadsheet. This data conversion sheet allows control rooms to import large amounts of clients quickly and easily.
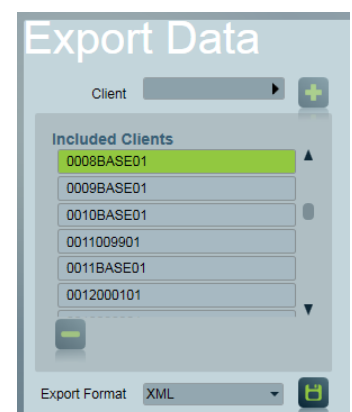
Security Groups:

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.

Reports:

Create reports and save them in pdf, word or Excel format or set them up to automatically run at preset schedules to email to end users. Patriot comes packed with over 25 standard reports and there are downloadable report templates for less common or country specific reports. E.g BS and ASIAL certificate reports.

- Activation and Patrol Dispatch reports can be automatic sent to end users as soon as the job is completed.
- Flexible report settings including alarm type and client filtering, date and ordering option
- Customise your report templates to your exact requirements with GraphQL and Microsoft Report builder
- Setup preset reports which can be run manually or on schedules & sent out by email
- Reports can be saved to disk or sent in pdf, word, or excel formats
- Reports can include images from patrol jobs

Alpha Security Name

123 ABC Street
Suburb
Melbourne 3000
Australia

Residental Property 41 Main Street

41 Main Street
Melbourne Victoria
Australia

Dispatch Report	
Report Date	29/9/2020
Report Time	23:06
Job	Noise Control
Job Id	109
Client	Residental Property 41 Main Street

Information	
Date of Dispatch	29/9/2020
Time of Dispatch	22:51
Ticket No	2945
Dealer (Bureau)	
Patrol Company (Vendor)	Alpha Patrol
Alarm Response Type	Noise Control
Signal / Zone Description	Patrol
Zone Number	0
Patrol Instructions	Standard Noise Control Check - First Call
Date Of Patrol	29/9/2020
Patrol Time On Site	22:58
Patrol Time Off Site	23:04
Noise Description	Bass Beat
Source	Private Dwelling
Response / Action Taken	Issued Verbal Warning
Offender Details	Spoke with occupant - Philip
Comments	Owner provided verbal warning. Turned down the music. Follow up at 23:30

Patriot has over 50 optional Modules for you to tweak your Patriot package to meet your customer and control room requirements. The flexible license system allows control rooms to add trials for additonal modules to trial with end users, adapt station services quickly as new devices and situations emerge and get ahead of the competition. As well as allowing your station to monitor the newest security products the Patriot additional modules will unlock new value added services that you can offer to your customers and increase revenue.

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. The Plink App is free on iOS and Android.

Internet Client Access Web Portal:

The Internet Client Access Web Portal allows control rooms to provide their users, bureaus and technicians 24/7 access to their account and activation 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 stations to control different access for different users. Technicians can use the ICA web portal while on site so they can put site zones on test mode and check live signal details without contacting the control room and taking operator time. New Operator features allow supervisors to view an interactive dashboard and keep up to date with control room details anywhere anytime and alarm attendance functionality so operators can respond to alarm events.

- Anytime Anywhere. The web portal is available through PC, tablet, cellphone or any web capable device
- Review and Edit site details, schedules, Users, Zones and response lists.
- Quick Call Users and Site numbers on your cellphone directly from the ICA details
- Create Reports including Offline/Online reports, Signal Reports and Client Reports
- Technician Access for putting zones on Test Mode and to modify and update work orders
- Monitoring & Alarm Attendance functions allows operators to view the activation queue and perform basic alarm attendance operations
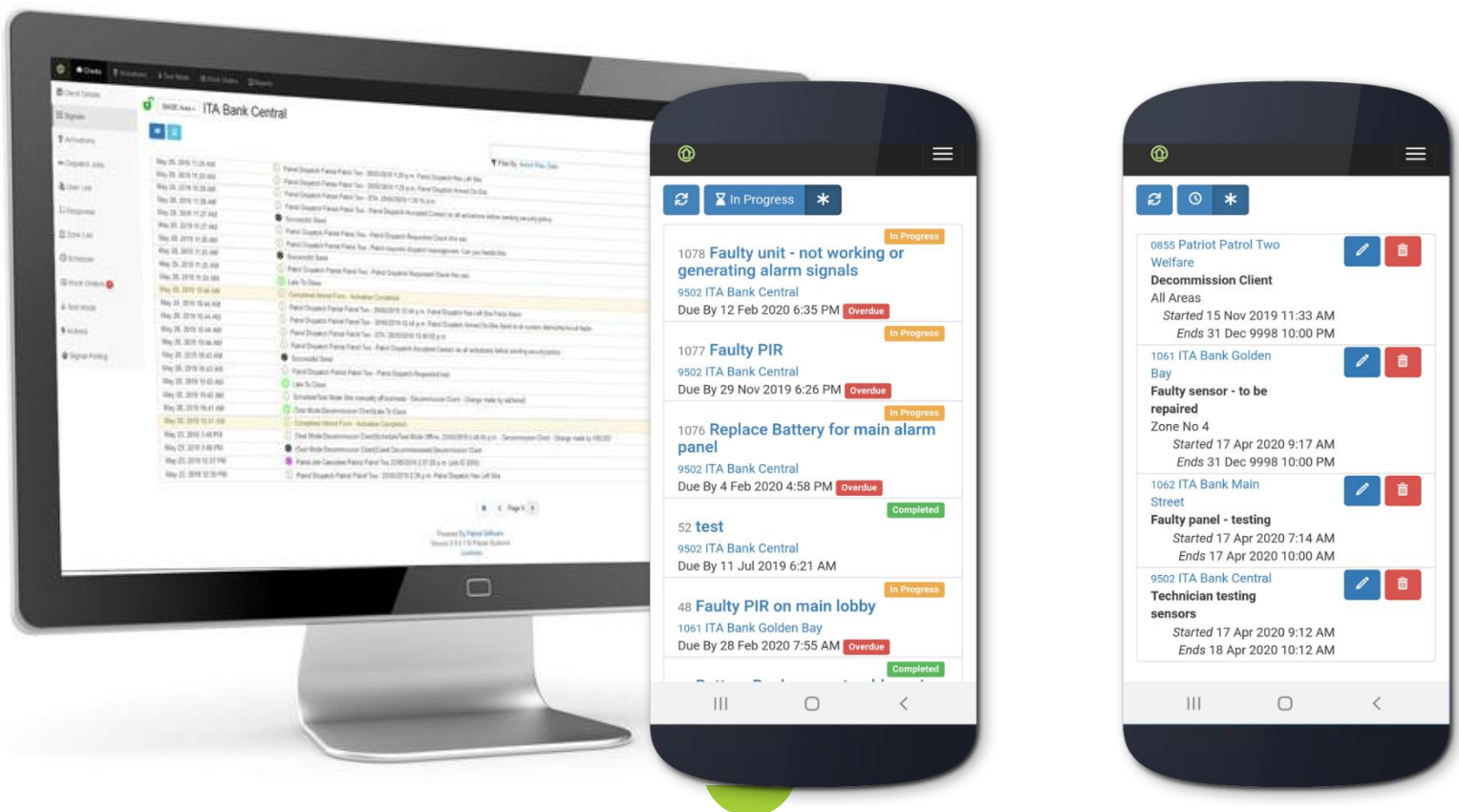
Robo Op:

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.

Auto Dial and Call Popping:

Patriot operators can click to auto dial numbers in Patriot allowing for fast response.
When there is an incoming call Patriot can check the incoming callers phone number against all the data in Patriot. If there is a matching account or accounts then these are displayed to the operator so they can quickly access the account or confirm the account with the caller.

Billing and Accounting:

Patriot will support most Industry Recognised Packages such as **Xero, MS Dynamics, MYOB, QuickBooks, Sage, Odoo** and many more either by **API integration** or more generic **CSV integration.** Billing functionality will increase revenue by ensuring all work undertaken and services provided are properly billed. This will also significantly reduce repetitive accounting tasks and manual data entry by automating billing functions. Partial charging, bureau/dealer charging, various period charging, test batch runs and many more options are available.

- Bill customers for one off, reoccurring, service and patrols services
- Automated and reconciled subscription billing with all relevant supported details provided on invoices
- Consolidated site invoicing (multiple sites on one invoice).
- Excel Reconciliation reports.
- Tight integration to accounting applications with a Patriots advanced billing engine.
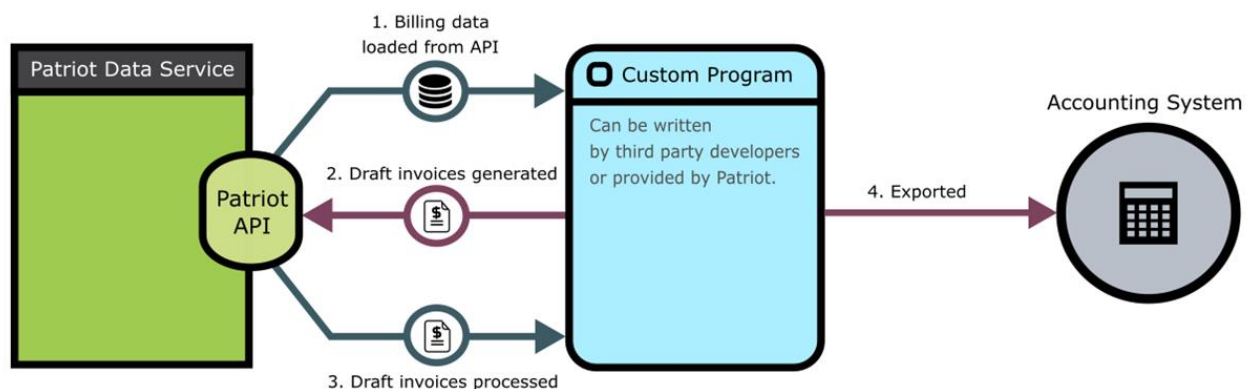
Camera Monitoring and Patriot CatchIT - Enhanced Video Verification System:

Camera devices 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.
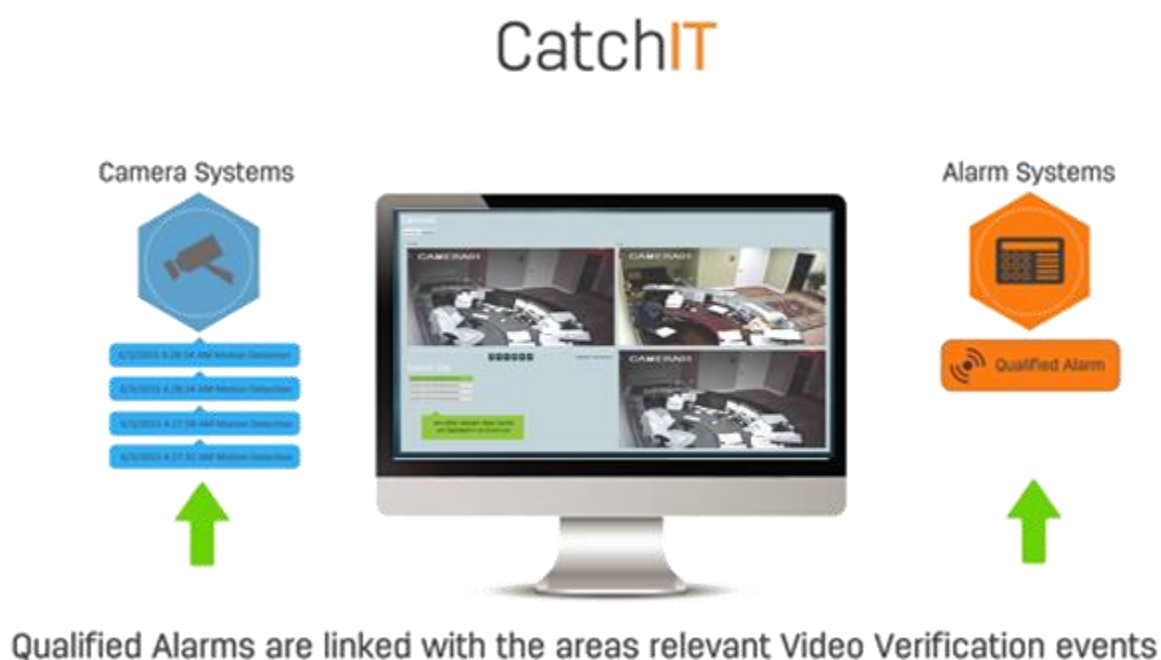
Camera devices at sites where there are no alarm panels can be monitored by the camera analytic events such as line cross detection or thermal triggers. Events are displayed to operators so they can review the alarm details, video verification event and the live stream from the camera as well. Two-way audio can help deter trespassers and listen to the audio from the site.

VIDEO VERIFICATION
CatchIT provides a Video Verification clip of the actual event that trigered the alarm for operators to watch

VIRTUAL GUARD TOURS
Provide Virtual Guard Tours with viewing times & instruction notes to ensure sites are safe without a
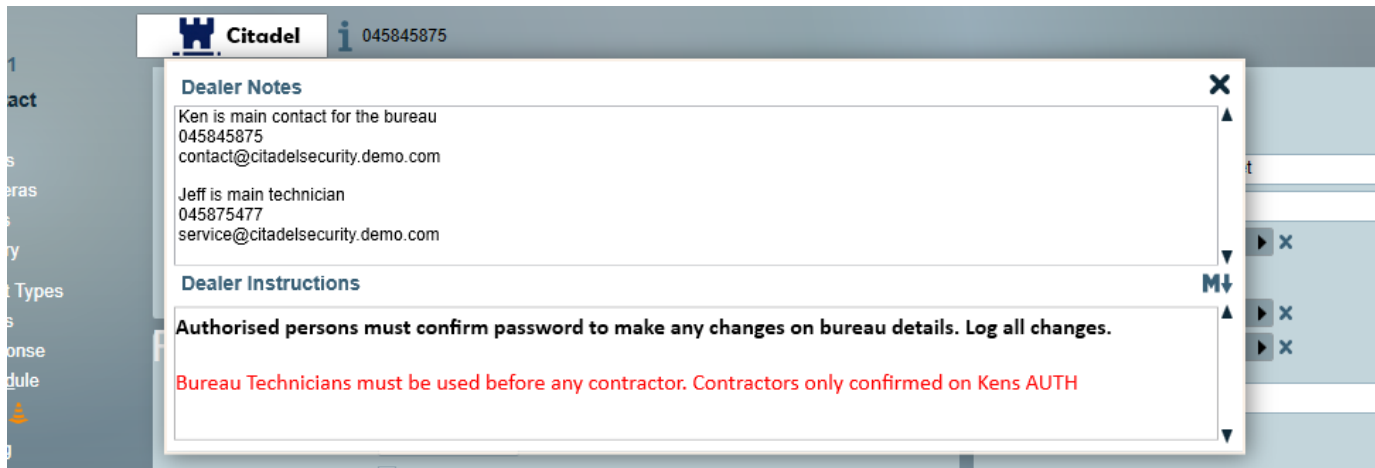
VIDEO RECORDING
Keep a local backup of video events and the live feed that operators view for auditing and playback

Bureau / Dealer and Technician features:

Patriot provides all the features a control room will need to manage and process activations for bureaus, dealers or installers.


- Configurable Client ID ranges for new accounts
- Operator UI and ICA web portal branding, call back numbers, instructions and notes.
- Overrides for Response Plans, Action Plans, billing and charges
- Technician and Engineer access with Security Group options to limit accessible options.
  View or edit access to their customer details including signal, activation and patrol history, user and response details, schedules and schedule monitoring options, instructions and temporary notes, Work orders and Test modes.
- Ability to create accounts or request patrol dispatch.
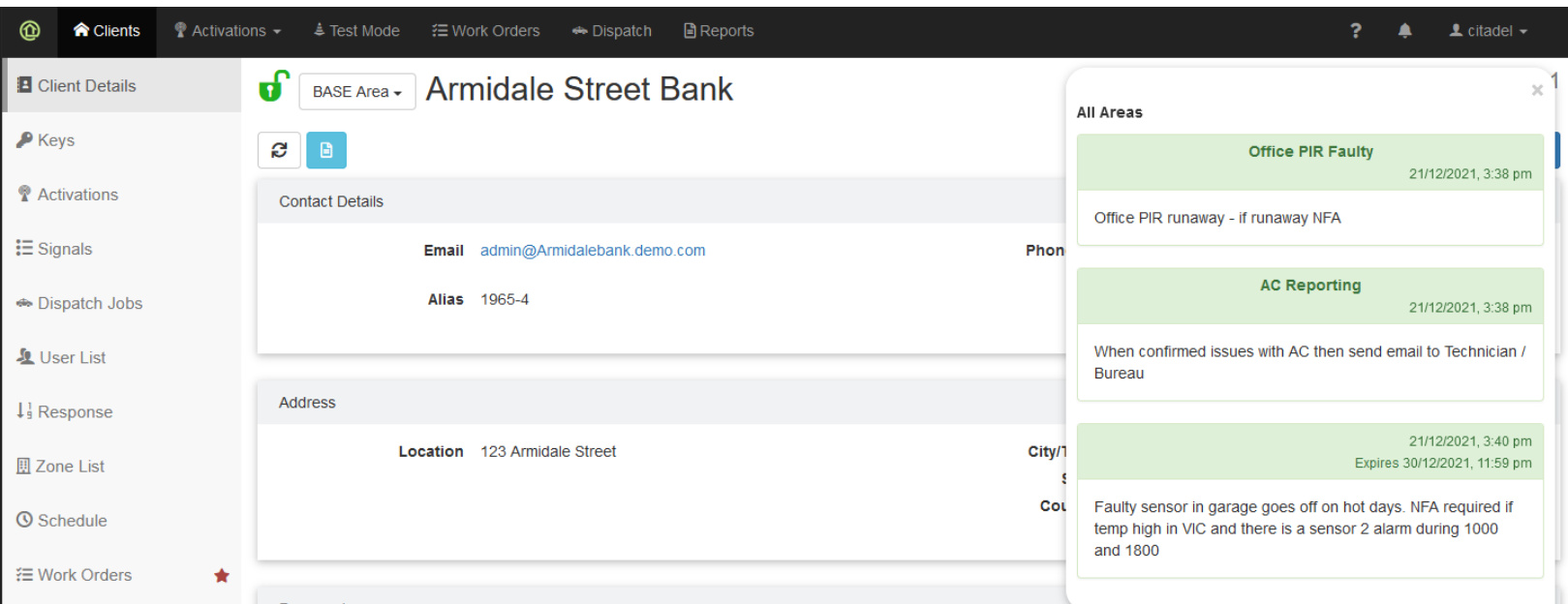
Mapping:

The Mapping Module allows Patriot to show client locations on an interactive map that includes satellite and street view functions. There is also an Activations map view that shows all alarm activations and tracks mobile clients that use GPS location tracking. Mobile clients have their own GPS tracking tailed on their account which can be viewed independently and logged GPS locations for Plink Patrols can be clicked and instantly reviewed at any time.
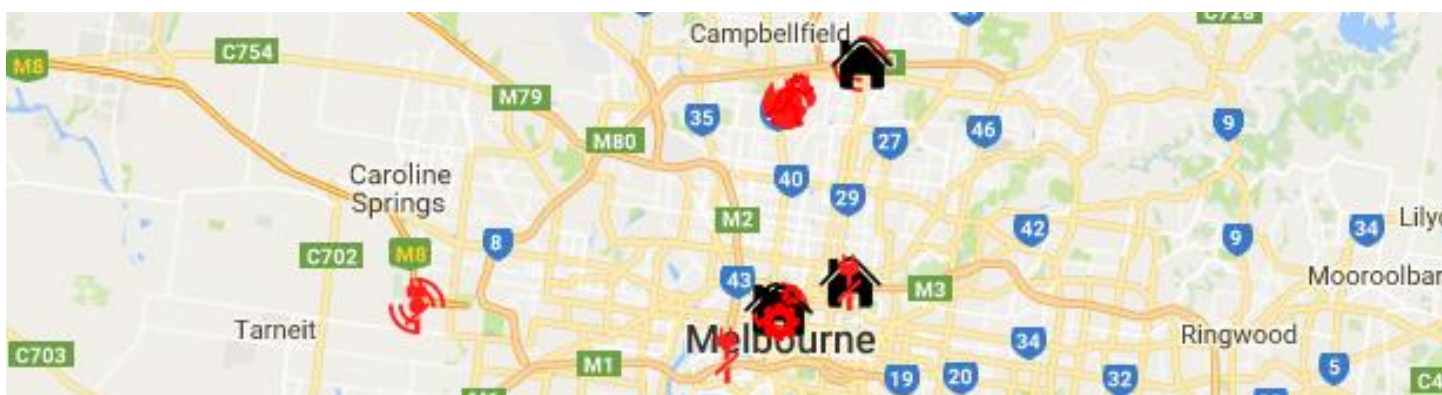
Dispatch Module:

The Dispatch module will make it easier to dispatch guards or emergency services, particularly for larger monitoring stations. You can assist operators finding the right Patrol to dispatch by live dispatch maps that include live Plink Patrol locations, Patrol rankings, Patrol groupings and Patrol filtering options.

The Dispatch Module also allows manual dispatch data entry for control rooms that also dispatch through phone, radio or third party services.

Plink Patrols

The Patriots Patrol Plink app will allow patrols to receive dispatch jobs directly sent by operators at the Patriot control room. Patrols receive, accept and complete the jobs and operators receive instant updates and status changes as the Patrol job progresses. The Patrol app also provides welfare check and duress functions to keep your patrol safe. Control rooms setup scheduled site checks, one off site checks and holiday schedule site checks which include scan NFC and QR codes scanning tasks in required. These Patrol Digital Runsheets keep your Patrols on track with their run sheet and allow them to receive dispatch job requests all within the one app.
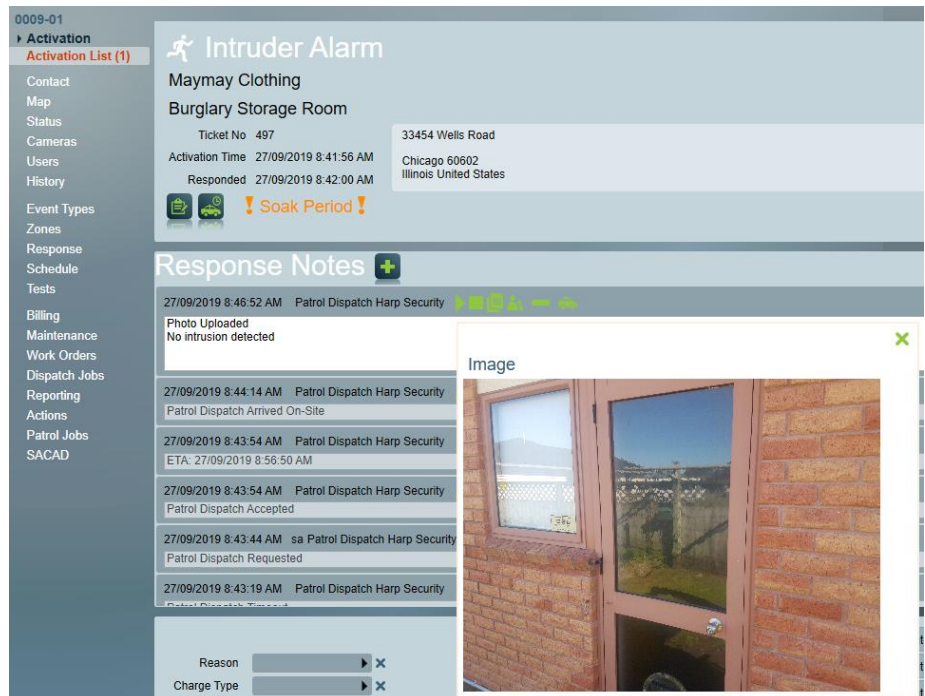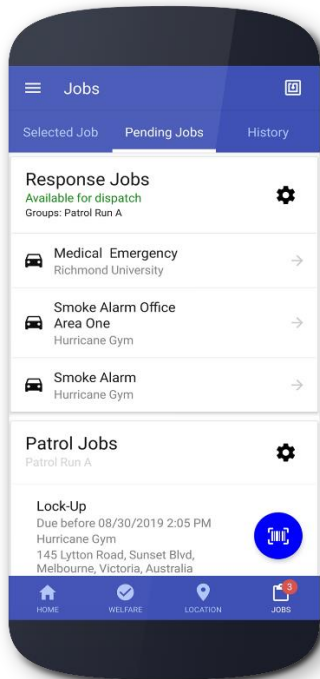
- Photos and notes recorded by Patrols at the site are instantly stored in Patriot and are available to operators and customers through the internet client access
- Photos can be viewed instantly by operators at the station and by end users through their Internet Client Access if given permission
- Scan NFC, QR and Bluetooth beacons
- Patrols can manage multiple job requests; alerts can be muted while on site
- Dispatch Maps assist operators to dispatch the best Patrol for the job in terms of proximity and job allocation.

PATROL RESPONSE
Send jobs instantly to Patrols and receive notifciations and status changes in Patriot for Operators

PATROL & GUARD WELFARE CHECKS
Look after your Patrols and Static Guards with regular status checks, GPS tracking and optional duress buttons

DIGITAL RUN SHEETS
Load, check off items and complete Jobs based from a Digital Run Sheets. Patrols can also scan NFC tags & QR codes as part of the Job

A full list of modules and major functions.is included on the Patriot website and in the Patriot Overview PDF which can be supplied by Patriot sales

Certain features and functions mentioned in the document require Patriot additional modules.

Certain features and functions mentioned in the document require the Enterprise version of Patriot.

Different versions of Patriot may have different features or implementation of features depending on the Patriot patch version that is installed.

Contact Patriot sales for more information on function or feature requires.