



# WHY SECURECOM?

SecureCom Wireless, LLC offers Banks, Retailers and other customer's cellular service for Alarm panel communications. SecureCom transmits data from the panel and cameras directly to the receiver via partner carriers without using a Network Operations Center (NOC) in between. Due to the direct relationship SecureCom has with its partners, they are able to work on your behalf to provide you with faster project implementation, enhanced technical support, and device activation, as well as a broad coverage of CDMA and HSPA carriers. You will appreciate the support SecureCom offers when a situation arise with cellular communication issues in comparison to going directly to a carrier.

## 1. PROJECT IMPLEMENTATION

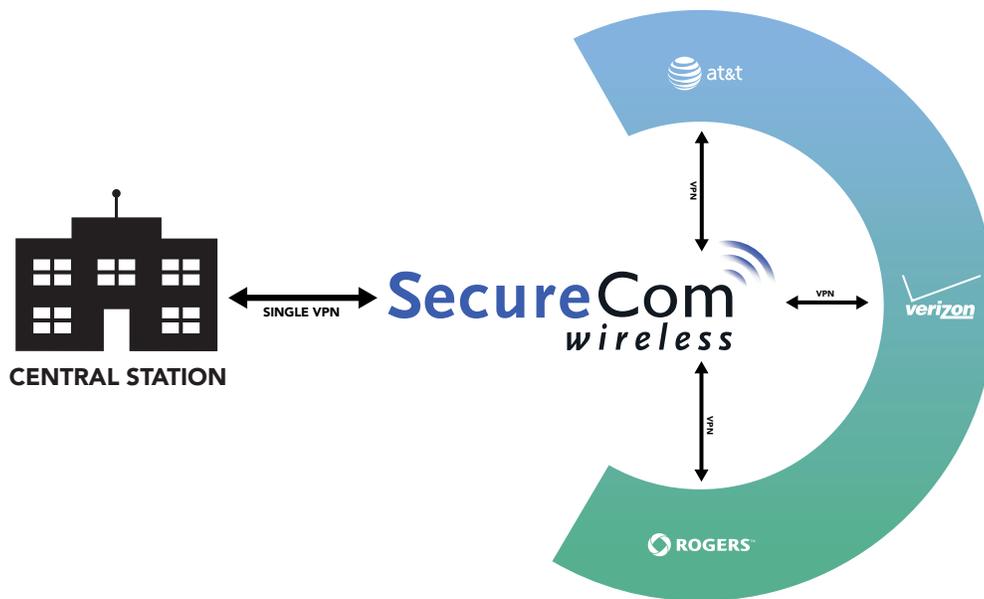
### FASTER VPN IMPLEMENTATION

SecureCom™ Wireless has a VPN implementation time of 3 weeks with Verizon, which is half the time it takes to implement a VPN when going to Verizon direct. This is for the original VPN setup and any other VPNs that would need to be setup in the future.

### VPN IMPLEMENTATION FOR MULTIPLE CARRIERS

SecureCom™ Wireless can also implement a VPN with other domestic carriers (AT&T), and Canadian carriers (Rogers) by using a single VPN to aggregate carriers to the Central Station. This provides a seamless transition to growth and international expansion.

### MULTI-CARRIER VPN



## 2. TECHNICAL SUPPORT

### TIER 3 CARRIER TECHNICAL SUPPORT

SecureCom Wireless Technical Support has advanced technical tools that are typically reserved for Verizon Engineers, and are not available to Tier 1 and 2 Verizon technical support. This allows SecureCom Wireless to perform real-time diagnostics in the event of failed activation, over the air programming, RF issues, and even troubleshooting of data transport issues.

In a Verizon direct relationship, you will need to establish the technical support relationship to troubleshoot the devices that are on their account. SecureCom Wireless' troubleshooting ability is limited to the DMP hardware, as we do not have access to troubleshoot any cellular communication issues.

#### **SITE-TO-SITE VPN SUPPORT**

SecureCom Wireless has the technical expertise, experience and resources to manage the day-to-day operation of the VPN. In the event of an outage, SecureCom Wireless has the internal technical experience and external resources to resolve issues expediently.

With a Verizon direct relationship, you will need to establish the technical support relationship to troubleshoot any VPN issues.

#### **PRIORITY SUPPORT TICKETS**

SecureCom Wireless has the ability to open priority support tickets directly with internal support groups at Verizon that are not available to Verizon direct customers.

#### **HARDWARE AND CELLULAR TECHNICAL SUPPORT**

SecureCom Wireless technical support is trained on cellular communication and DMP products which allows us to troubleshoot both the DMP device and the cellular connection.

In a Verizon direct relationship, you will call Verizon for technical support. The carrier has no knowledge of the DMP hardware, only the cellular connection.

#### **TECHNICAL SUPPORT FOR VERIZON AND AT&T**

SecureCom Wireless technical support has expertise and relationships in Verizon and AT&T cellular connections, so you can call a single vendor for all installations, regardless of which cellular carrier is being used.

With a Verizon direct relationship, you will would need to establish technical support relationships for Verizon, AT&T, and all the other numerous international cellular providers.

### **3. MORE EFFICIENT**

#### **FASTER DEVICE ACTIVATION**

The SecureCom Wireless module in Remote Link™ means faster activations. With Remote Link™, cellular activations are done on a single screen, and takes a few seconds. Additionally the cell phone number information is automatically populated into Remote Link™.

In a Verizon direct relationship the activations are done on 5 screens and take on average of 3 - 5 minutes. To expedite the activations with Verizon, customers need to create a custom web interface against the Verizon servers.

#### **EASIER DEVICE MANAGEMENT**

The SecureCom Wireless module in Remote Link™ associates cell devices with a specific alarm system, and can generate reports that show the panel account number and name, and MEID number. The report also shows if the cellular device is on a primary path, backup path, or a path that is missing and has not checked in to the receiver.

Using Dealer Admin allows you to see signal history, do tests, and can tell you if you're currently connected to the VZW network.

In a Verizon direct relationship, there is no correlation between the cellular devices and the panel account, so there is no way of knowing where each MEID is installed. Having two separate databases makes troubleshooting take longer, and any future cell device replacements tedious and difficult.

### NO EXTRA DATA ENTRY

The SecureCom Wireless module will manage the IP addresses and phone numbers for all the thousands of cellular modules that are activated through Remote Link. This information is required for cellular remote connections, and for adaptive checkin programming.

With a Verizon direct relationship, customers would need staff to input and then manage the IP address and phone number for all the thousands of cellular communicators. If the information is not input, or up to date in Remote Link, cellular connections and adaptive programming will not function correctly.

## 4. COVERAGE

SecureCom Wireless activates Verizon radios on a custom plan that allows our CDMA devices to roam on over 500 other CDMA carriers in the U.S. alone.

In a Verizon direct relationship, the Verizon radios only work on a Verizon owned towers.

	SECURECOM WIRELESS	VERIZON DIRECT
<b>OPERATIONAL</b>		
VPN implementation time	3 weeks	6 weeks
One screen device activation	Yes	No
Integrated device status reports	Yes	No
Data Entry for remote connections	Automatically Populated	Manual Data Entry
Data Entry for adaptive check-ins	Automatically Populated	Manual Data Entry

<b>COVERAGE</b>		
Verizon Home Network	Yes	Yes
Over 500 Verizon Roaming Partners	Yes	No
AT&T Coverage	Yes	No
Rogers	Yes	No

<b>SUPPORT</b>		
3 year DMP hardware warranty?	Yes	Can be limited
Tier 3 Verizon Support Tools?	Yes	No
Technical Support	DMP, Verizon, & AT&T	Verizon
VPN Support	DMP, Verizon, & AT&T	Verizon