



## White Paper

# Give Your Customers the Advantage of Adaptive Technology™

*Whatever they're protecting, with Adaptive Technology, their security systems' vital communications will never miss a beat*



*If a signal disruption is cause for alarm, your customers need their systems to communicate immediately with their monitoring stations. Thanks to DMP Adaptive Technology,™ your customers can rest assured their businesses have constant protection. This White Paper reviews how that's done.*

Just as a heartbeat gives doctors insight into our health, so too does a security system's communication between its control panel and monitoring station's receiver. Think of this continuous communication as a heartbeat, suggests Aaron McGhee, Product Manager of DMP Control Panels. "It acknowledges to the monitoring center that everything is working as it should."

### **What happens if the heartbeat suddenly stops?**

Without DMP's exclusive Adaptive Technology, McGhee adds, "If the heartbeat goes away, and the panel stops checking in, that will throw a lot of red flags. At that point, the monitoring center would have to go into high alert, dispatch the police and treat it basically as an alarm."

Not all disruptions, however, are cause for high alert. "The ISP may have an outage, or the router in the facility may have gone down. It could even be something as simple as a cable that was accidentally unplugged."

*Certainly, these disruptions wouldn't warrant a costly police dispatch or the call for immediate service.*

*Regardless of the cause, if the primary communication path is ever disrupted, DMP's Adaptive Technology seamlessly "adapts" to the panel's secondary path and takes over all communication.*

"It jumps over to the cellular path and continues to send the panel heartbeat to the monitoring center's receiver," McGhee explains.

Now using the cellular communicator, the heartbeat continues, as do all other messages, including alarms and trouble notifications. "The monitoring center is receiving all of those messages, so there's no need for high alert," McGhee adds. "They know there's trouble on the primary path, so rather than dispatching the police, they may only need to issue a service ticket to diagnose and resolve the problem."

While allowing a system to be fully supervised when the primary communication path isn't available, this technology also minimizes expensive cell traffic when all paths are good.

The panel constantly checks the failed path and reverts back to the primary path as soon as communication is restored.

### **Not all back-up methods are created equal**

Having a primary failover is fairly standard in our industry. But not all of them are as fast and secure as DMP's. For instance, some panel communication goes first through a Network Operations Center or NOC, where it is then interpreted and retransmitted to a monitoring center receiver over the internet. In comparison, DMP's panels communicate directly with the monitoring center.

Also, DMP's XR550 panel has a network connection built in, as well as a connector where a cell unit can be added. This not only adds security, but it also allows faster installations. In comparison, other manufacturers offer modules for the two communicators, which customers must purchase separately then install on their panels.

*"In DMP's case, there's no additional wiring required; all XR550 panels come standard with Adaptive Technology."*

Aaron McGhee

### **Time is of the Essence**

If the disruption is cause for alarm, your customers need their systems to communicate immediately. With most existing cellular technology, however, there's a two-minute delay between when a dial-up network goes down and the first cellular transmission occurs. That's a two-minute window of opportunity for people trying to attack a location.

"Other panels will continue to retry sending out that signal for two minutes before it finally switches over to cellular," McGhee says. "With Adaptive Technology, we're cutting out any opportunity for someone to do damage to the panel."

On the XR550, the switch occurs instantly. When lives are at stake, "That's definitely a great feature to have for any system, especially for high security clients."

## Adaptive Technology Shines Like a Jewel in New York's Diamond District

Perhaps one of the most obvious places where Adaptive Technology plays a very important role is New York's Diamond District, where most diamonds imported into the U.S. find a brief home. Here, along West 47th Street between 5th and 6th Avenues in the heart of Manhattan are more than 2,000 independent jewelry businesses, most of them located in booths or "exchanges." Not surprisingly, there's a lot of responsibility riding on the security companies who protect them.



In the event of any signal disruptions, DMP's Adaptive Technology instantly transfers communication from the primary to the backup paths. For New York's Diamond District and all of your high-end accounts, you can rest assured their facilities' security is constantly monitored.

"Adaptive Technology has actually helped us stop burglaries in process. It has saved many of our customers from having major losses," says DGA Security Systems Vice President Craig Dacher, CET, CPP.

DGA has been serving many of the Diamond District's business owners for more than 20 years. The UL requires all of the district's merchants to have security systems with a primary failover plan. But because DMP's two-way communication between the panel and receiver will automatically restore the network signal when it's available, DGA can offer its clients the advantage of efficiency. As Dacher says, "The internet is free. Cellular costs money.

When the system switches to radio backup, the signal polls at a higher rate," he explains. "When you're paying for that high data transfer rate at all times, it can cost a fortune. Adaptive Technology saves us a tremendous amount of data and money."

If you'd like to discuss how Adaptive Technology can serve your customers, we're here to help. Please contact DMP Inside Sales at 877-757-4367 or at [InsideSales@DMP.com](mailto:InsideSales@DMP.com).



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