

Take a fresh look at...



~ emergency response center and support services ~

American Response Center



Experience in action...and experience really counts

Our commitment is to superior service to dealers and their subscribers. And we prove it. Words are cheap – we back our claims with action that anyone who looks closely can see. First, without equal, our operators average 12+ years' experience - many with us since the early 1980's. Experience matters, and this experience transforms into a higher level of performance and service. From 1980-1997 Jim & Carrie Osborne built from scratch and managed a 120,000 system central station for dealers. Big. In 2001 they shifted to different objectives, a smaller central station that delivered and maintained a level of personalized service that a larger station couldn't possibly match. That's how you win, with a standout that goes far beyond the common central. Highly satisfied dealers say this: "Great! It's really working!"

Calling ARC? A person actually answers the phone – live. Always.

No Voice Mail! No automated answering system! No telephone trees, no push 1 for this or 2 for that! All calls are answered by experienced emergency security operators when you and your subscribers call. Live, direct, immediate access and response. That's service. That's real. That's what dealers and subscribers, what people like and want, and we deliver just that. Subscribers want a human being, a human voice, to answer and help them, whatever the problem might be - to answer fast and assist them promptly. Isn't that what you want? And the same holds true for you when you are at a location installing or testing a system. Fast pickup. Expert response. We do it for them. We do it for you.

Old fashioned service coupled with high tech – it's about service

Old fashioned service is delivered expertly through highly experienced operators supported by the latest in technology. Our **Bold Manitou Automation System** provides lightning quick response to all your subscribers' alarms. What is the real key to accurate and fast response? What? Accurate data and its management. Think about this. This is information management. We defy anyone to show us a better data management and handling system that what **ARC** offers. Good luck finding one. Here is the short story: You'll be on top of every change made. And you'll have 24 hour access to data, reports, and your key subscribers can enjoy the same. Our technology supports and assists, but doesn't limit or control. It's high tech, but it's once again about this: service.

Use any communicator you choose – standard or internet

Any. Our multi-format receivers will handle it. Plus 2-Way, internet, video, guard tours. Any. See some samples of internet methods.

“No pain, no gain” – it's a simple fact

Change is difficult. Benefits make it more than worth it. Every dealer goes through it, and we have special programs that assist you in transferring accounts, both financially and operationally. When a thorn is removed, joy follows – talk with some of our dealers. Find out. Talk with us.

There is nothing to lose by simply inquiring and talking with us. Please do.

Ask for Jim Beck 800-498-7565 jbeck@american-response.com



BOSCH NETCOM



C900V2

DSC
DIGITAL SECURITY CONTROLS

VOIPAlarm.com
MONITORING SERVICES

ARC: Complete internet monitoring for:

- ◆ VoIP subscribers
- ◆ U.L. Dual Routing (phone & Internet)
- ◆ Remote Video Verification
- ◆ Meet ALL your subscribers' security & safety needs!

No matter what your needs may be in internet monitoring services, ARC will be there to help you meet them. And that means you won't find any limitation in meeting any subscriber need. ARC monitors most all, popular, internet compatible systems available. We work in concert with other top providers of monitoring products, so ARC dealers have access to the best:

- ◆ Honeywell (AlarmNet-i)
- ◆ Bosch Security (NetCom)
- ◆ DSC
- ◆ Vontronix/VoipAlarm.com
- ◆ OzVision (PSTN and the new IP Suite)
- ◆ Dedicated Micros
- ◆ and others that are just coming on line.

If you're knee deep into internet systems and transmission, or just beginning to transition, we provide added support services dealers appreciate. Dealer meetings with expert guest speakers, phone support in helping you transition into new technologies, end-user literature you can customize. A security dealer working in concert with American Response Center – a first class and winning combination. ☒