



NATIONAL ACCOUNT SOLUTIONS

Our program is designed to meet the complex needs of large commercial organizations.

**ADT**® Commercial



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## Powered by Experience. Driven by Excellence.™

ADT has been serving businesses for more than 145 years. After splitting from its parent company in 2012, ADT emerged as a separate company initially focused on home and small business security. Since then, ADT merged with Protection 1, building upon its commercial capabilities and customer focused approach with over 15 strategic acquisitions. ADT Commercial is founded on decades of experience serving commercial and National Account clients.

We've grown our commercial technical competency to serve customers in a unique way—with the scale and expertise to help meet your needs throughout the U.S. Our leadership has a single-minded focus on our commercial customers—having spent the majority of their careers in the security, fire and life safety industries. ADT Commercial was formed to focus on the disciplines required to help meet the complex needs of our commercial clientele. Our National Account team will help ensure consistent delivery to your custom specifications across your footprint.

**Protection1**

Expertise in delivering customer service excellence and servicing multisite National Accounts.

**asg**

Offering risk management consultancy and expertise servicing Fortune 1000 and global enterprises.

 **RED HAWK**

Providing leadership in fire, life safety and integrated security solutions.



ADT Commercial National Account professionals have deep industry knowledge and work in partnership with your team to help them address your specific risks. We know the value of transparency and performance measurement. We employ best-in-class tools and strive to deliver outstanding security program performance with quantifiable results.



### Understanding Your Needs

Our unique approach starts with understanding your company, culture and footprint. You can expect your ADT Commercial team to have a high level of expertise and take the time to become well-versed in your strategic, physical and life safety challenges.



### Adding Value

We staff dedicated commercial security professionals who will take ownership, from program design, management and implementation to ongoing performance measurement. They think out of the box and will raise their hands when things need to be looked at proactively.



### Delivering Reliable Performance

We deliver customer service excellence that includes accurate estimates, timely installations and transparent service costs. Our local offices take great pride in their delivery and are compensated in part based on customer satisfaction survey results.



# Our unique service innovations lead the industry.

We are committed to delivering the latest in technology while providing our National Account clients with customer service excellence. To deliver on that commitment, we created a National Account program that makes it easy for you to do business with us by offering a single point of contact and dedicated teams to manage your program. As part of that program, we operate a National Account Operations Center, which manages everything from service and installation to monitoring and billing, to help ensure consistency to each customer's standards—delivering all services with a local touch.

## The following National Account support pillars have been specifically designed with your business in mind:



### 1 Touch Team

We dedicate a team to each premier National Account customer. Your team will help you care for your business from order entry all the way through billing. This creates a truly seamless experience for customers and provides a true “one point of contact” approach. Our focus on performance enhancement allows us to better serve your needs by being proactive rather than reactive.



### 1 Report

The *1 Report* executive summary is prepared for premier National Account customers on a quarterly basis to review performance and help you plan for continuous improvements.



### Customer scorecard

We collect the customer satisfaction score of every National Account installation and service call and compensate local operations teams in part based upon these scores. This helps to ensure that excellence in customer service remains the focal point of all team members.

## eSuite<sup>SM</sup> puts your data to work for you.

eSuite is our next-generation account management portal for your fire and security systems. It is highly intuitive to help multi-location customers keep a finger on the pulse of their organization. The new mobile interface adds an incredible amount of flexibility, allowing your team to utilize key features of eSuite on their mobile devices.

Activity dashboards let you quickly view critical location activity in a summary activity map or as a trending graph. eSuite allows visibility and a real-time view of service calls and inspection status. eSuite also allows authorized users to edit call lists and user panel keypad codes at one or multiple sites simultaneously.



# We provide enterprise solutions for complex operations.

From alarm monitoring to enterprise-wide system integration, network design and implementation, we offer our National Account customers solutions to help mitigate risks, reduce losses and add value as your security services provider.

## Security | Fire solutions | Managed services

- ATM/ITM Solutions
- Cloud-hosted video storage
- Consolidated analytics and reporting for both fire and security
- Critical condition monitoring including temperature, carbon monoxide, flooding, tampering and supervisory devices
- Electronic access control system installation and maintenance, along with hosted and managed systems
- Emergency telephone systems, intercom systems
- Fire alarm system installation, maintenance and monitoring
- Fire suppression services including hood systems, fire extinguishers and special hazards (in select markets)
- Fire sprinkler systems (in select markets)
- Hosted and managed services including cloud-based solutions that eliminate the need for costly computer hardware and running systems at the site
- Integrated systems capabilities, including enterprise-level security and fire systems, network provisioning and management, project engineering and management, and as-built documentation
- Inspection services for fire alarms, fire sprinklers and security systems
- Intrusion alarm system installation, maintenance and monitoring
- Maintenance plan options for repairs and scheduled preventative maintenance services
- Network Operations Centers capabilities to monitor critical IT-sensitive applications in real time
- Risk management consulting services
- Security-only networks
- Video surveillance system installation, maintenance and remote video services

## We are committed to delivering customer service excellence.



We offer customers the best of both worlds—a strong national company with local offices providing a quality service experience.



Our enterprise-level solutions include Lenel OnGuard, Honeywell Pro-Watch, Software House, AMAG Technology, Genetec, Avigilon and Milestone. In select markets, we also offer Edwards, Notifier and Gamewell FCI.



We strive to answer calls within a few rings—with no automated phone systems. Same-day service is our goal, not an upcharge. We have thousands of in-house technicians to help us deliver this exceptional service response.



Our Tech Tracker<sup>SM</sup> service alerts are sent via email when your service call is sent, when the technician is en-route, and when the service call is complete. The assigned technician's picture and credentials are included so that you know who to expect.

# Our central station monitoring services fortify your teams.

We operate company-owned UL Certified monitoring centers, including a dedicated National Account monitoring center, all with redundant backup. Automated signal load balancing and backup architecture helps to ensure that your critical intrusion, fire and life safety alarms receive our fastest possible response despite weather or other emergencies.

## Our monitoring centers hold the following certifications:

- UL Certified
- FM Approved
- New York City Fire Monitoring Rated
- TMA Certified Five Diamond Central Station
- ASAP (Automated Secure Alarm Protocol)

All calls to our monitoring and customer service centers are answered by an associate who is trained to assist you. We do not utilize automated phone-answering systems. In jurisdictions that have adopted ASAP, we can enact the protocol for faster, more accurate, two-way communications with dispatching agencies for better response time by authorities.

## Additional capabilities include remote video services and custom applications:

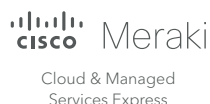
- Advanced video analytics
- Critical condition monitoring
- Managed or hosted access control
- Monitoring of access control system events
- Video assistance
- Video escorts
- Video guard tours
- Video verification



# We provide IT as a core competency with integrated solutions.

We hold the certifications to design, install, implement, commission, manage and monitor security-only IT networks.

We operate two Network Operations Centers (NOC) as part of our enterprise solutions—along with a team of Cisco Certified, Meraki Certified and Sonicwall Certified professionals. Our team also holds the Cisco Cloud and Managed Services Express Partner Certification, making us one of the only security systems integrators to hold this designation. The NOC team can install, implement and manage your security network infrastructure and monitor the health of the network and edge devices.



## Network and managed services

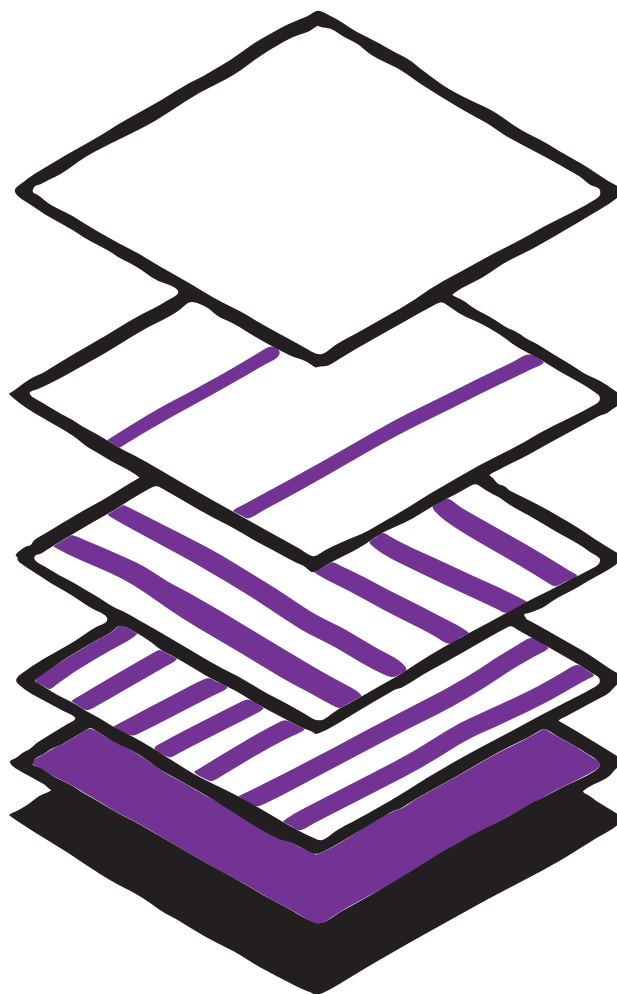
Our certified staff is qualified to provide information technology solutions that are tailored specifically to your needs.

## Integrated security systems

Our enterprise solutions team can build network-based solutions for your organization, complete with the project management and technical resources you require to help with successful project implementation and ongoing support.

## Infrastructure as a Service (IaaS)

Infrastructure as a Service provides a unified suite of services that we build, own, operate, manage, measure and maintain for the security technology infrastructure of your organization.



# Our commitment to customers

These guiding principles are the foundation of ADT Commercial. They drive our success as we strive to deliver customer service excellence at every point of interaction.



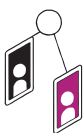
## Customers are Our True North

We know that our reputation is based on how we serve our customers.



## Our People are the Difference

We strive to be the best technically-trained team in the business.



## Dedicated to Commercial

We are 100% focused on our commercial customers.



## One Ideal Partner

We are the premier holistic solutions partner—a full-service national company with nimble local delivery teams.

## Let's start a conversation.

We make it easy to switch providers, and our onboarding process is predictable, dependable and painless. You will be assigned a dedicated team to help with recommending and implementing the solutions that fit your needs.



**833.238.5224**

[adt.com/commercial](http://adt.com/commercial)

**ADT** Commercial

Powered by Experience. Driven by Excellence.™



**SSI**  
Integrated Installation  
(Multi-Site) 2018



**SSI**  
Installer of the Year  
2018



**SDM**  
Dealer of the Year  
2017



**TMA**  
Five Diamond  
Certification



**A+ BBB Rating**  
Accredited  
Business