



Security Industry Management

Visual Alarm Manager (VAM) has been designed and developed for companies involved in the security industry who supply and/or service intruder alarms, CCTV, access control, fire alarms, etc. It is a complete management system integrating with Advanced Business Manager to provide flawless accounting workflow, including job costing and multi-location stock control. Like ABM it is powerful, customisable, scalable and easy to use. The modules inside VAM may be purchased separately in accordance with individual business requirements.

VAM is Irish owned, with over 17 years experience in all aspects of the security industry. The software is customisable to suit all requirements and has the ability to upgrade from AlarmBase and most other systems. VAM is suited from single users, up to large international Plc. companies.

Visual Alarm Manager, winner of the ISIA Innovation Award.

Administration

Installation Details

Including fields defined by you e.g. name, location, phone, mobile, route, area, sales rep., contacts, system type, digi, etc.

Comprehensive Contracts

Unlimited number of maintenance, monitoring & rental contacts can be set up with various scheduled site visits, billing cycles & payee accounts.

Invoicing For Non Recurring Billing

Bill for initial installation charges & any other work not covered under maintenance or warranty.

Notes

Multiple notepads with automatic reminders that pop up on the screen as required.

Service Call Logging

Track all service calls from initiation to final completion & billing.

Full Service History

Including start times, travel times, tasks done, personnel on-site, expenses, parts replaced, for chargeable, non-chargeable or under warranty customers.

Document Scanning

You can scan & retrieve service dockets, letters, purchase orders, signed delivery notes, etc.

Direct Debit Facility

Helps to simplify client payments & speeds up your cashflow. Enables you to offer better terms to your clients in order to help you increase your sales and profitability.

Maximise Chargeable Work

Dramatically speeds up administrative tasks & allows you to concentrate on profitable chargeable work.

Link Any File To Relevant Client

Ability to link specifications, pictures, drawings, any type of documents or files to clients account.





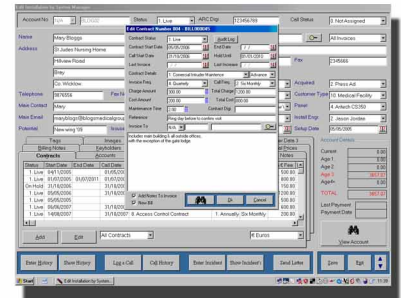
BUSINESS SOLUTIONS

Track Outstanding Commission Due

Keeps tabs on commissions due, from monitoring stations, to the business.

Various Reports & Analysis

Numerous amendable Crystal Reports that can be viewed, printed, emailed or exported.



Call Dispatch

- Enable each dispatcher to set up various screen layouts appropriate to them.
- Call dispatchers are aware of client's current situation, with up to date information.
- Assign the relevant qualified engineer to a particular site.
- Help engineers to have the correct spare parts when they arrive on site.
- Produce job cards pre-filled with the relevant clients' details.
- Dispatch calls to engineers by handheld devices, SMS, email, radio or phone.
- Engineers can update work order status in real-time with no costly mobile phone calls.
- Ability to arrange preventive maintenance visits to suit both parties.

Engineers

- Engineers service docket books can be scanned & linked to the relevant service history record or eliminated altogether with a PDA, laptop or Tablet PC.
- Clients can sign off completed jobs on engineers PDA, Laptop, or Tablet PC.
- No data is stored on engineers, PDA/PC, none of your data is kept on a vulnerable internet site, all information can be stored on your secured in-house server as required.
- Engineers can enter service history details on-site, jobs can be invoiced there and then, or if preferred, back in the office.
- On-site engineers can have secure controlled access to relevant site data, service & call history, next scheduled maintenance visit, site issues, over HSPDA/3G/GPRS mobile network

Other Features

- Utilises the latest mobile technology.
- Controlled facility to enable chosen clients the ability to log on & track relevant service calls.
- Scan any document for instant retrieval & reprinting at any time.
- Ability to easily & quickly create accurate fully costed quotes.
- Keep track of key equipment & warranty details, aids product recalls.