

# What is Immix CS?

Immix CS is a web-based open architecture platform connecting disparate systems into a single easy-to-use interface designed for commercial central stations looking to offer and expand their suite of interactive video monitoring services.

We define a new standard for service delivery and create a package designed to help customers accelerate sales and go to market quickly.

## Simplified IT Deployments

The architecture of Immix CS has been designed to offer the IT department the flexibility to deploy configurations in your own data center or with a cloud provider.

As it runs completely in a server environment all software management is centralized, keeping administrative tasks to a minimum, and reducing costs of managing the system.

## **Browser Based Interface**

All site setup and alarm monitoring is performed through a web browser, removing the need to install and update a client application on workstations.

This means that managers, customers, and dealers can securely access the most up-todate version of the system from a browser.



## **Flexible and Secure Access**

Outside of the station or operation center, installers can access Immix CS in the field, adding sites and devices at the time of installation.

Immix administrators use role-based security settings to define the level of access for different users and the opportunity exists to create different service packages.





#### **Technology Integrations**

Immix supports the largest library of integrations in the industry. These technologies span five major categories:

- Video
- Remote access
- Alarms
- Audio
- · GPS devices

For commercial central stations, integrations with multiple security solutions that perform different functions have been key to improving productivity and expanding the suite of services supported by stations.

As technology offerings continue to evolve, so do we.



## Data and Insights

Immix Dashboard delivers a robust and information-rich snapshot of all key metrics and statistics important to your central station, alarm receiving center, or security operations center (SOC). Immix administrators and station/center/SOC management can now view real-time information and know "at-a-glance" exactly how their monitoring operation is performing.

## **Mobile Apps**

Aligned with higher value interactive monitoring applications, the mobile app delivers situational awareness for security managers, end users, customers, and man guards. Leveraging push notifications, critical events can immediately be sent directly to mobile users no matter where they are. Users can access full multimedia audit trails of events, live cameras, and realtime reporting data.



## **Customization and Branding**

The Immix CS interface both the operator and your customer will see and interact with can be completely customized and branded to reflect the services you offer.

Not only can you tailor this interface to match your corporate identity but if you have a dealer network it can be tailored with their brands.

This level of customization allows you to make the services you deliver using Immix CS unique, along with those in your partner network, helping build your brand and identity.



## Immix CS – The Detail

Immix CS uses the same enhanced operator interface for processing video verification and interactive monitoring events, easily supporting the various needs of these services.

Sold at different competitive price points, they mirror the unique service delivery characteristics stations selling these services must manage. This presents customers with an upgrade path, beginning with an entry-level service and upsell opportunities to higher value offerings.

## **Video Verification**

Video Verification, which is typically sold as an addition to standard alarm monitoring is a lower cost solution focused on high volume. This service marries video with a traditional intruder alarm signal to verify the level of threat.

Operators need to process these events quickly, with a singular focus on verifying if a threat exists.

While the demand for this service is largely being driven by new alarm verification ordinances requiring stations to verify the alarm with video before law enforcement is dispatched, it also offers safety benefits to any responding parties and speeds up response.

#### InteractiveMonitoring

Interactive Monitoring adds to the basic verification service by providing a set of proactive remote guarding services.

It is typically sold against the cost of man guards and, is thus a higher value and more timeconsuming service.

Delivering this functionality requires full interaction with multiple security devices at the location: video, remote access, alarms, and audio, so that the service level matches or exceeds those provided by a man guard.

In addition to the alarm service, Interactive Monitoring services include:

- Virtual guard tours
- Remote access control
- Audio talk downs
- Video escorts
- Unattended delivery.

## How do I find out more?

To find out more about Immix CS please visit us at

www.immixprotect.com



# **One Platform. Unlimited Opportunities.**