



# immixCS<sup>®</sup>

VIDEO AUTOMATION FOR CENTRAL

## What is Immix CS?

Immix CS is designed for commercial central stations looking to offer and expand their suite of interactive video monitoring services. It's 100% browser-based, delivering enhanced options for service delivery, new options for deployment, powerful support for mobile applications and user workstations.



Immix CS continues to offer an open architecture platform with the largest integration library in the business built upon proven, certified scalable technology.

## Key Features

### New Service & Licensing Options

New service options for delivering Video Verification and Interactive Monitoring have been developed focusing on the features and functions key to delivering these different service offerings. A low price point, optimized user interface, and end-user mobile application define a new standard for delivery of Video Verification services and create a package designed to help customers accelerate sales and go to market quickly. Adding to the support for higher value Interactive Monitoring applications, unique mobile apps are available for Apple iPad, iPhone and Android devices providing security managers, end users, customers, and man guards with access to real-time event and service level data. Support for push technology ensures users receive immediate notification of critical events, can view live event video as the event is managed, and retrieve recorded audit trails ensuring immediate situational awareness.

## Flexible Content Delivery

Any part of the user interface, can be customized, tailoring and branding the end user experience to promote your business and reflect the services you offer.

## Web user interface

All site setup and alarm monitoring is performed through a web browser. Authorized users can access every function of the software wherever they perform their job. There is no client application to install or updates to manage on workstations. Users always access the same, most up-to-date version of the software and integrations.



## Simplified IT deployments

Immix CS runs completely in a server environment where all software management is centered, keeping software management tasks to a minimum, and reducing the cost of managing the system.

## Integrations Library

Across five major technologies: video, remote access, automation platforms, audio, and GPS devices, Immix CS continues to have the largest integration library in the industry.

For commercial central stations the integrations with leading Automation Systems have been key to improving

productivity and expanding the suite of services supported by stations.



## Immix CS – The Detail

Immix CS uses the same enhanced operator interface for processing events such as Video Verification and Interactive Monitoring, to easily support the differing needs of these services. Sold at different price points they mirror the different service delivery characteristics stations selling the services must manage.

## Video Verification

Video Verification associates video with a traditional intruder alarm signal for the purpose of verifying a threat in progress.

This service is typically sold as an addition to standard alarm monitoring. Operators need to process these events quickly, with a singular focus on verifying if a threat exists.

The demand for this service is being driven by new alarm verification ordinances requiring stations to verify the alarm with video before law enforcement is dispatched.

## Interactive Monitoring

Interactive Monitoring adds to the basic alarm management service by providing a set of proactive remote guarding services. It is typically sold against the cost of man guards and, as such, is a higher value and more time-consuming service. Delivering this functionality requires full interaction with all 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 and unattended delivery.

With Immix CS not only have we developed unique interfaces for processing these two types of services, we have also priced them appropriately: Video Verification with a lower cost solution focused on high volume; and Interactive Monitoring delivering a full featured remote guarding solution configured and priced for a higher value service. This two-tiered pricing presents customers with an upgrade path, beginning with an entry-level service and upsell opportunities to higher value offerings, delivering additional benefits and cost savings.

## Mobile Apps

Immix CS offers a new mobile app that delivers real-time situational awareness for security managers, end users, customers, and man guards. Leveraging Push Notifications, critical events can be sent directly to mobile users no matter where they are. Users can access full multimedia audit trails of events, live cameras, and real-time reporting data.



## Customization and Branding

The Immix CS interface your customer will see and interact with is customizable to your brand to support 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 Dashboard

Immix Dashboard is designed for both the Central Station and Guard Force platforms. With a completely updated look and feel, the new 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

## Flexibility

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. The platform supports server vitalization, 64-bit hardware, disaster recovery, and continuous operation configurations. The flexibility extends also to the way users access the system.

In the station, users can access the system securely wherever they perform their job. Installers can access Immix CS in the field, adding sites and devices at the time of installation. Operators can access the system from any central station you operate; this is especially powerful if you run multiple stations in different cities. Managers can access the system at work, at home, or on the road.

Customers and dealers can securely access the system from a browser.

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.

## How do I find out more?

To find out more about Immix CS please visit us at

[www.immixprotect.com](http://www.immixprotect.com)

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