How a fire department got faster – and got out of a dangerous life safety situation

For years, the fire department of a local city relied on a well-known national provider of electronic alarm services. The provider monitored the facilities in town – including municipal buildings, schools, senior housing and churches – and the receiving equipment in the Fire Department's Emergency Response Service (ERS) Center using their own network of nationwide monitoring centers.

Over the years, the city became conditioned to a dangerously slow response process. In many cases, the fire department would dispatch a team, investigate a scene and be returning to the station before the dispatch center even received a call from the monitoring provider. The process put vital communications – and the townspeople – at major risk.

ISG devised a plan to eliminate the redundant terminal at the new 911 communication center and have each town facility communicate directly with ISG's state-of-the-art monitoring center. The city, based on its shaken trust in any security provider, insisted on having a redundant terminal installed in the ERS Center.

So we begin installation. During the process, ISG uncovered several high-risk issues – such as improper installation methods, out-of-compliance devices and incorrect wiring.

Over a year since the ISG implementation, city staff has indicated "not even needing the redudant terminal since the service is so fast."

SPEED COUNTS

Response time to any monitoring issue by ISG experts is so quick, many clients have reported not even having looked at their processing terminal before receiving a call.

THE VALUE OF TRUE MONITORING EXPERTISE

Because ISG's information reporting and response quality is so high, many costly components of other providers' security features are not necessary.

→ Security in the real world is not about reacting after something's happened, or hoping products work. Security is about having the information and systems already in place, and knowing they'll work. Can you risk not knowing?

Talk to the thought leaders at ISG:
866.433.4ISG | talk@isgsecurity.com
www.isgsecurity.com