




**Onwatch®**

KEEPING YOU SAFE

**AFTERCARE  
SERVICES**



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**Onwatch®** [onwatch.com](http://onwatch.com)



# **Onwatch®**

## **AFTERCARE SERVICES**

- **AFTERCARE**

Safety and security systems are an important element in the prevention of loss but systems need care and attention after purchase to maximise the return on investment and to remain compliant with the requirements of the insurers and the Police.

A system partly or not fully functioning will not offer the protection expected and may result in a refusal by Police to attend and may also invalidate an insurance claim.

It makes good sense to keep your system in good working condition.

- **SCOPE OF ONWATCH SERVICES**

Onwatch are able to offer the full range of aftercare services for safety and security systems. There is a considerable benefit to customers to be able to appoint a single supplier for all of the services and Onwatch offer worthwhile incentives to 'bundle' service costs. Our fully accredited Alarm Receiving Centre (ARC) is fully equipped with cutting edge technology and sophisticated software systems that maximise efficiency in dealing with incidents, intruders and routines with equal ease.

Often the ARC will be the first to know if an engineer is required to attend to an equipment malfunction and good cooperation between controllers and maintainers is essential when setting up or testing that systems are functioning effectively. These services need to work in harmony with each other and this is not always possible if divided by company loyalties.

Onwatch offers comprehensive service for CCTV and Intruder alarms, Fire Alarms, Access Control, Automatic Number Plate Recognition and Warden Call systems.



## Monitoring • Maintenance • Support

### • THE ONWATCH MONITORING SERVICE

The ability of the Onwatch monitoring service to handle all types of incoming alarm transmissions from the full spectrum of communication systems, not only in the United Kingdom but from anywhere in the world, provides the centrepiece of our professional and proficient monitoring facility.

The quality of the system's alarm handling capability assists the controller in managing on-site safety and security whenever the system is switched on and whatever the time of day. The systems on-site detectors maintain a watchful eye so that only intrusions will activate the system and send video of the event to the controller for analysis and visual verification that a response is necessary.

Action is essential the moment an intruder enters into the protected area in order that a crime can be averted if possible. A quick message via the on-site PA facility usually has the desired effect but a misjudgement by the intruder to continue will almost certainly occasion the controller to call the Police using the unique reference number (URN) that is only granted to fully compliant sites and usually results in an arrest. Our controllers are all licensed by the SIA for monitoring public places.

Our objective is to avert any intrusion, prevent any loss or damage and eliminate the need for an insurance claim. To do this we need to deter before a crime is committed and in this situation the speed with which the alarm is received and actioned by our monitoring staff is a critical factor. Information that we hold about key-holders and incident details can be viewed through the secure Customer Portal on our website.

### • MAINTENANCE BY ONWATCH SERVICES DIVISION

The service is nationwide and therefore requires excellent control and administration. The right engineer at the right place at the right time is now extended to include 'with, knowledge of the site, knowledge of the system and its components and with appropriate spares or suitable loan equipment should on site repairs not prove effective. They are strategically based to be in easy distance from all of our site responsibilities.



The Onwatch Operations Centre has a team of dedicated professionals with a thorough knowledge of their customer's sites and the equipment installed there. Using the Solar Vista management system, remote control of a large workforce is organised and directed very effectively by the 'Ops' crew.

Our engineers are equipped with handsets capable of communicating with the Onwatch server to produce directions to the site, full information about the site and the system, the service levels required and all key performance indicators that the engineer will be expected to operate to. Electronically transmitted worksheets will update the Operations Centre with the status of the system at all times.

Engineers will attend their regional or head office for training purposes only. The majority of their working time will be ensuring the sites that they are asked to attend receive the very best service and attention. All preventive maintenance check visits are scheduled by headquarters in accordance with the agreement between our respective companies and will be regularly inspected by our senior management for the standard of work.

Details of the information that we hold about each site and the schedule and record of servicing can be viewed via the secure customer's portal on our website.

- **SUPPORT**

The provision of a monitoring and maintenance facility does not, in itself, go far enough in providing a service that you can rely on. There is an essential 'quality of service' aspect and the need for customers to feel that there is always an understanding of their circumstances and this is underpinned by a professional and attentive supplier. Customers will want to feel 'safe' and that their security is in safe hands.

Onwatch encourages dialogue between our front line staff and those responsible for the on-site safety and security arrangements. We all have to feel that we are on the

same side to confront those that wish to do us harm and building confidence is the product of dialogue. For these reasons, we pledge never to use an automated device to notify our customers of an incident or the need for attention to their system.

A call to our telephone number will always receive the attention that it deserves with a person with a knowledge of your site and your system.

- **UNEXPECTED CIRCUMSTANCES**

There are times when a sudden change in criminal tactics, or an unusual choice of items to steal, causes unexpectedly high risk or loss of property that was previously considered safe. The rise in scrap metal values has exposed a whole new raft of targets for criminal activity and a fast response is essential. Often the target group are in areas that do not have the two basics for electronic surveillance system installation, namely 'power' and a communications link.

The introduction of a new service by Onwatch that does not rely on an external supply of power and comms has provided us with a weapon that can be deployed very rapidly and is completely stand alone without losing any of the basic features of a fully installed hard wired system. Available in an instant it was natural for us to call this service **INSTANT ONWATCH, A CCTV GUARDING SYSTEM FOR HIRE**. There are three devices in the 'Instant Onwatch' stable. The 'Rapid Deployment System', the 'Mobile Mark 5' trailer unit and the 'DVR 3' system. Each is designed for a specific role (see full details in our Instant Onwatch brochure) dependant upon the type of risk to be countered.



- **ONWATCH IS THE SUPPLIER OF CHOICE**

Whether the service required is for a nationwide network of branches, a single unit commercial undertaking, a cherished residential home, a temporary work site or a residence for vulnerable people, Onwatch can provide a service to be relied upon and delivered in a manner that is friendly and responsive.

**Call Onwatch any time to experience a better way of  
Keeping You Safe**

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