



IMPLEMENTATION GUIDE FOR MANITOU CLOUD SERVICES



MANITOU® CLOUD SERVICES



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1. INTRODUCTION

— WELCOME

Thank you for choosing Bold Group and our flagship alarm monitoring solution, Manitou Cloud. Manitou is designed to centralize your alarm monitoring operations, providing operators with real-time visibility into intrusion sensors, fire alarms, motion detection, and video surveillance—all within a single, web-based interface.

Manitou helps streamline alarm workflows and improve response times through structured Action Patterns, enabling your team to respond consistently and efficiently. As a cloud-based solution, Manitou provides secure, fully managed hosting with built-in redundancy—eliminating the need to maintain on-premises infrastructure while meeting UL and ULC compliance requirements.

— ABOUT THIS GUIDE

This guide outlines the implementation phases, project team roles, network and connectivity requirements, training, go-live process, and support resources. It was created with your experience in mind—to empower your internal teams with the structure, clarity, and confidence needed to implement Manitou successfully.

Throughout the guide, you'll find actionable steps, expert tips, and tools that prepare your team to confidently adopt and manage the Manitou platform. Whether this is your first implementation or one of many, this guide serves as a roadmap to ensure you're aligned, prepared, and supported by the Bold Group team at every phase.

We encourage you to reference this document often and share it with your project stakeholders—it's not just a manual; it's your partner in achieving long-term success with Manitou Cloud.

Manitou will not be liable for any incidental, indirect, special, or consequential damages that may arise from the use of this guide or the information it contains. The information in this document is proprietary to Manitou.

— WHY MANITOU: A PLATFORM YOU CAN TRUST

You've made a smart decision in choosing Manitou Cloud, and we want to reaffirm that choice by highlighting what sets it apart in today's alarm monitoring landscape. As you begin implementation, we encourage you to fully engage in the process—because the more you invest upfront, the more value you'll realize long term.

Below are five reasons why Manitou Cloud is the platform of choice for industry leaders—and why you can move forward with confidence.

- **Centralized & Unified Platform**
Manitou Cloud delivers a true all-in-one monitoring experience—bringing intrusion, fire, access control, GPS, and video into a single, web-based interface. By centralizing operations, your team gains better visibility, improved coordination, and more efficient alarm handling.
- **Intuitive, Operator-Focused Design**

With configurable dashboards and powerful Action Patterns, Manitou Cloud is built for usability and speed. Operators can quickly learn the system, manage complex events with confidence, and maintain consistency across workflows.

- Integrated Video & Verification Tools**
 Manitou Cloud’s Video Control Center (VCC) enables seamless access to live and recorded video, PTZ controls, and alarm-linked views—helping your team verify events faster and reduce false dispatches.
- Automation, Insights & Scalability**
 From real-time dashboards to customizable reporting, Manitou Cloud provides actionable insights to support better decision-making. Built-in automation ensures alarms are handled consistently, while the cloud infrastructure allows your system to scale as your business grows.
- Secure, Reliable & Fully Managed**
 As a cloud-based solution, Manitou Cloud is hosted and maintained by Bold Group, providing built-in redundancy, high availability, and ongoing system updates—without the need to manage on-premises infrastructure. This allows your team to focus on operations, not IT.
- Proven Partnership & Industry Expertise**
 With decades of industry experience and a dedicated implementation and support team, Bold Group is committed to your long-term success. From onboarding through ongoing support, you gain a partner invested in helping you maximize the value of your Manitou investment.

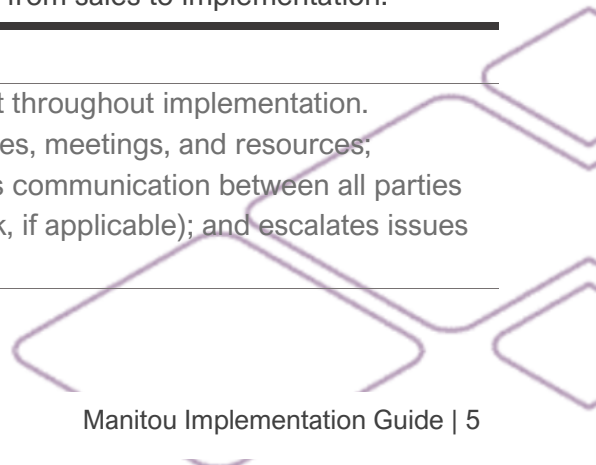
— KEY ROLES & RESPONSIBILITIES

Your initial onboarding experience may begin with a Customer Success Manager (CSM), who supports early coordination between Sales, Accounting, and your internal team to ensure a smooth project kickoff and payment process.

Once your project is ready to begin, you will be introduced to your Project Manager (PM), who will serve as your primary point of contact throughout implementation—overseeing all phases from kickoff through go-live and transition to support.

Bold Group Team

BOLD GROUP DEPARTMENT/ROLE	ROLE RESPONSIBILITIES
Sales Department	
— Account Executive	Captures your business goals and helps identify the right Manitou Cloud solution to meet your operational and technical needs. Supports a smooth transition from sales to implementation.
Professional Services Department	
— Project Manager (PM)	Your primary point of contact throughout implementation. Coordinates project milestones, meetings, and resources; manages timelines; facilitates communication between all parties (including Graphene Network, if applicable); and escalates issues as needed.



— Trainer	Leads eLearning, virtual, and instructor-led training sessions. Prepares your team for day-to-day operations in Manitou Cloud and ensures users are confident using the platform.
— Data Analyst (Optional)	Supports and executes the migration of data from your legacy system into Manitou Cloud. Works with your team to validate and ensure data accuracy throughout the conversion process.
— Director of Professional Services	Serves as an escalation point for complex implementation challenges, including integration, coordination, or project-level concerns.

Technical Support Department

— Technical Support	Helps resolve errors or technical issues disrupting fully implemented and functional systems. Provides support for software updates.
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Network & Connectivity (Cloud-Specific Roles)

— Graphene Network (SD-WAN Deployments)	Responsible for designing and implementing network connectivity when SD-WAN is selected. Handles firewall configuration, device deployment, VPN setup, and connectivity validation. Works directly with your IT team during the network readiness phase.
— OneTel)	OneTel manages telecom and connectivity for Manitou Cloud projects, including voice services, porting, and PBX integration. They ensure the communication layer is properly provisioned so Manitou operates seamlessly within the customer environment.
— Bold Network / Implementation Team (VPN Deployments)	If SD-WAN is not used, Bold will configure and validate the site-to-site VPN connection. Coordinates with your IT team to establish secure connectivity to the Manitou Cloud environment. The chart below identifies the essential roles and responsibilities that should be assigned within your organization during implementation. It is important that individuals who will own these responsibilities long-term are actively involved throughout the implementation process.

Customer Team

CUSTOMER ROLE/FUNCTION	ROLE RESPONSIBILITIES
Implementation Lead (PM)	Oversees the internal project team and serves as the primary point of contact for Bold Group. Ensures project milestones are met, coordinates internal resources, and drives communication across stakeholders.

System Administrator / IT Lead	Acts as the primary technical point of contact for your organization. Supports network and connectivity setup (SD-WAN or VPN), provides firewall access and system information, and assists with configuration and testing within your environment.
Data Review Specialist	Works with Bold Group to prepare, scrub, validate, and review data for migration into Manitou Cloud. Ensures data accuracy and completeness throughout the conversion process.
Subject Matter Expert (SME)	Develops a deep understanding of your current processes and how they translate into Manitou Cloud. Supports system configuration decisions and helps train internal users post-implementation.
Technical Point of Contact (Network/Infrastructure)	Supports Graphene Network or Bold during the network readiness phase. Coordinates access for firewall/VPN configuration, participates in connectivity testing, and ensures internal IT alignment. (Note: This role replaces the traditional on-site contact in a cloud deployment.)

Key Considerations for Manitou Cloud

- No on-site installation is required; all implementation activities are conducted remotely
- A strong **technical point of contact** is critical to ensure timely network setup and testing
- Network readiness (SD-WAN or VPN) must be completed before implementation can proceed
- Active participation from your team directly impacts project timeline and success

— ENSURING A SUCCESSFUL IMPLEMENTATION

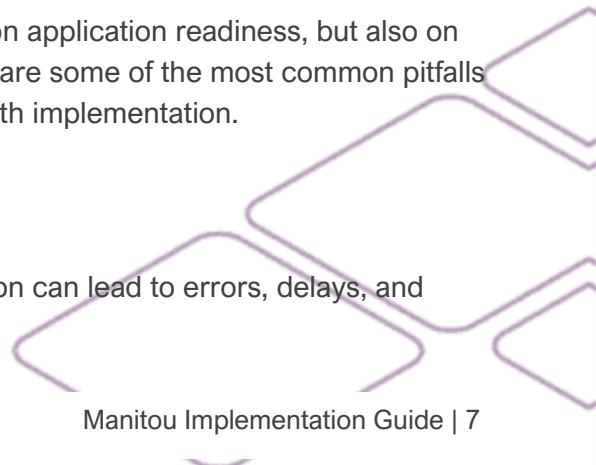
Implementation can feel complex at times, especially when balancing training, data preparation, and network readiness. Rather than waiting for everything to be perfect, consistent engagement and incremental progress will keep your project on track. The teams that see the most success stay involved, work through challenges early, and continue moving forward at each stage.

Every implementation is unique, but many organizations encounter similar challenges along the way. Learning from others' experiences can help you avoid delays, reduce risk, and get the most value from your investment in Manitou Cloud.

Because Manitou Cloud is a hosted solution, success depends not only on application readiness, but also on timely network configuration, team engagement, and data quality. Below are some of the most common pitfalls we've observed—and the proven best practices that help ensure a smooth implementation.

Common Pitfalls to Avoid

- **Inadequate Preparation of Data for Conversion**
Failing to clean, validate, and organize your data before submission can lead to errors, delays, and additional rework during migration into Manitou Cloud.



- **Limited Participation in Training**
Skipping or rushing through training modules can result in knowledge gaps, slower adoption, and an overwhelmed team at go-live. Early engagement is critical to building confidence and operational readiness.
- **Underestimating Internal Resource Requirements**
Assigning a single individual to manage all implementation tasks can create bottlenecks and miscommunication. A successful implementation requires coordination across operations, IT, and leadership.
- **Delays in Network Readiness**
Delays in completing network configuration—whether SD-WAN (Graphene-led) or site-to-site VPN (Bold-led)—are one of the most common reasons projects are delayed. Timely participation from your IT team is essential to maintain project momentum.
- **Limited Early Testing and Validation**
Waiting until go-live to fully test workflows, signals, and configurations can lead to unexpected issues. Early and frequent testing within the cloud environment helps ensure a smoother transition.

“Progress is not about achieving perfection—it’s about moving forward.”
— Adam Grant

Best Practices for a Successful Implementation

- **Start Training Early and Track Progress**
Assign training by role and ensure each team member is making consistent progress. Your Project Manager can help monitor completion and keep your team on track.
- **Prioritize Network & Connectivity Readiness**
Engage your IT team early and ensure all network requirements are completed on time. Prompt coordination with Graphene Network or Bold (depending on your connectivity method) will help avoid delays and ensure a smooth transition into implementation.
- **Clean and Validate Your Data Thoroughly**
Take time to standardize formats, remove duplicates, and validate records before submission. High-quality data is critical to a successful migration and long-term system performance.
- **Use the Sandbox Environment Proactively**
Practice real-life workflows using test alarms in your parallel (sandbox) environment. This allows your team to build confidence, validate processes, and ensure they can efficiently navigate and resolve events in Manitou Cloud before go-live.
- **Designate Internal Subject Matter Experts (SMEs)**
Identify key users early in the process who can become system experts. These individuals will support decision-making during implementation and provide ongoing guidance to your team after go-live.

- **Stay Engaged and Communicate Frequently**

Attend scheduled check-ins, ask questions, and share roadblocks early. A proactive and engaged customer team is one of the strongest predictors of a successful go-live.

- **Final Thought**

Bold Group is here to guide and support you throughout your entire implementation journey. Your success with Manitou Cloud depends not only on our expertise—but also on your team’s engagement, preparation, and commitment to the process.

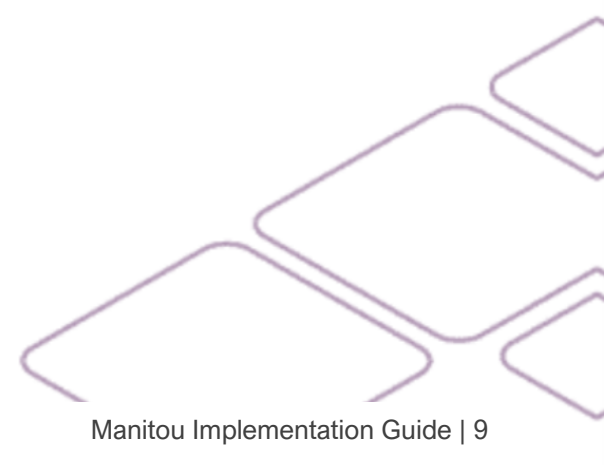
PRACTICE, PRACTICE, PRACTICE! Nothing gets you more ready for go-live than parallel signal processing between your old software and Manitou.

— OUR PROMISE

Implementing Manitou Cloud is a significant investment, and Bold Group is committed to your success every step of the way. Our experienced team will guide you through every milestone of your onboarding journey, offering proactive support and clear communication throughout the process. We’re not just here to implement a system—we’re here to help your organization optimize operations, enhance alarm response, and deliver exceptional service to your end users.

Your success is our success, and we take that partnership seriously.

You’ll have dedicated professionals helping you launch strong and build confidence using Manitou Cloud from day one.



2. GETTING STARTED

— PAY YOUR ONE-TIME FEE

To begin your Manitou Cloud implementation, Bold Group must receive confirmation of your project's one-time implementation fee. Within one week of signing your Sales Agreement, your organization's designated billing contact will receive an email with invoice details and payment instructions.

If you do not receive your invoice within this timeframe, please contact our Accounting team using the information below.

Payment Options

The most secure and efficient way to submit payment is through our online payment form:

Manitou Online Payment Form: <https://boldgroup.mypaysimple.com/s/onetime-payment-form-1>

Please follow the instructions provided with your invoice to ensure your payment is applied correctly.

Billing Support

If you have any questions or need assistance with your invoice, please contact the Manitou AR/Billing team at: AR@boldgroup.com



Important Note: We are unable to begin your Manitou Cloud implementation or schedule your project until payment has been received. Timely payment ensures your project stays on track and avoids delays in onboarding.

— IMPLEMENTATION KICK OFF CALL

The implementation kickoff call serves to align both teams on project goals, timelines, and responsibilities while establishing clear communication and setting expectations for a successful implementation.

Once your implementation fee has been received, the CSM will introduce you to your Project Manager (PM), who will lead your implementation through kickoff, execution, and go-live.

Connectivity Readiness (Required)

Before implementation can begin, your organization must establish secure connectivity to the Manitou Cloud environment. This is a required prerequisite and must be completed prior to scheduling your project kickoff.

Depending on your deployment, connectivity will be established through one of the following approaches:

- **SD-WAN (Graphene Network-led):** Graphene will coordinate device deployment, firewall configuration, and connectivity setup directly with your IT team
- **Site-to-Site VPN (Bold-led):** Bold will work with your IT team to configure and validate a secure VPN connection

Your team will play an active role in this phase by assigning a technical point of contact, providing necessary network and firewall information, and supporting configuration, testing, and validation activities. Coordination with either Graphene Network or Bold will be required depending on your selected approach.

Once connectivity has been successfully established and validated, your team should notify the CSM. At that point, the CSM will coordinate the formal handoff to the Professional Services team so implementation can begin.

Internal Preparation

While connectivity is being completed, your team should begin preparing for the next stages of implementation. Early preparation in these areas will help prevent delays and ensure a smooth transition into project execution.

This includes confirming key roles within your organization—such as your Implementation Lead, IT contact, subject matter experts, and training participants—so responsibilities are clearly defined from the outset.

Your team should also begin organizing and validating data in preparation for conversion, as well as reviewing training expectations and assigning users to appropriate learning paths. In parallel, aligning on your internal goals, success criteria, and key performance indicators will help ensure the implementation stays focused on delivering measurable outcomes.

Project Kickoff

Once connectivity readiness has been confirmed, your Project Manager will schedule your official kickoff call. This meeting marks the formal start of your Manitou Cloud implementation and establishes the foundation for the work ahead.

During this session, both teams will align on project goals, scope, timelines, and responsibilities, while also confirming communication expectations and key milestones.

Who Should Attend

Your Implementation Lead and key stakeholders involved in:

- Data review and preparation
- System administration / IT (network and connectivity)
- Training and operational readiness

For more details on roles and expectations, please refer to the Customer Roles & Responsibilities section earlier in this guide.

Typical Agenda

- Implementation team introductions
- Overview of the Manitou Cloud implementation process
- Confirmation of network readiness
- Data conversion overview and expectations
- Project scope, timeline, and responsibilities

- Change management planning

— REVIEW ELEARNING AND SETUP GUIDES

A successful implementation starts with a foundational understanding of how Manitou Cloud supports your business workflows. Before beginning data mapping or configuration, it's important that your team becomes familiar with the system's structure, terminology, and core functionality.

At this stage, the goal is not to master the system—but to begin building familiarity and confidence navigating Manitou Cloud.

Start with the Manitou Knowledge Base

We recommend starting with the **Manitou Knowledge Base**, which serves as your primary resource for learning, troubleshooting, and ongoing support:



Bookmark your knowledge base: <https://manitou-knowledge-base.knowledgeowl.com/help>

The Knowledge Base includes:

- Step-by-step guides and how-to articles
- Feature overviews and system explanations
- Troubleshooting resources and FAQs

Becoming comfortable searching for answers here early will help your team work more efficiently throughout implementation and beyond.

Suggested Areas to Explore

To prepare for implementation discussions, we recommend reviewing content related to:

- System navigation and interface overview
- Alarm handling and workflows
- Customer/account structure and data organization
- Basic reporting and system tools
- User roles and permissions

These topics align with the core areas your team will configure and use during implementation and training.

Set Your Team Up for Success

Encourage your team to:

- Spend time exploring the Knowledge Base before kickoff
- Take note of questions or areas of uncertainty

- Begin thinking about how your current processes will translate into Manitou Cloud

This early engagement will help your team participate more effectively in implementation discussions and make more informed decisions throughout the project.



What Comes Next

More structured, role-based training—including eLearning and instructor-led sessions—will be introduced later in the implementation process. This initial step is simply to build a strong foundation and familiarize your team with the platform.

— TOP 5 KNOWLEDGE BASE ARTICLES TO START WITH

To help your team get oriented quickly, we recommend starting with the following topics in the Manitou Knowledge Base. These articles will provide a strong foundation for understanding how the system works and how your workflows will translate into Manitou Cloud.



Bookmark your knowledge base: <https://manitou-knowledge-base.knowledgeowl.com/help>

1. Manitou Web Client Overview

Start here to understand the overall system layout, navigation, and key components of the interface.

Search for:

“Web Client overview” or “navigation”

2. Alarm Handling & Workflow Basics

Learn how alarms are received, processed, and resolved within Manitou. This is the core of daily operations.

Search for:

“alarm handling” or “alarm workflow”

3. Customer & Account Structure

Understand how customer data is organized, including accounts, systems, contacts, and zones. This will be critical during data conversion.

Search for:

“customer account” or “account structure”

4. Action Patterns & Automation

Action Patterns define how alarms are handled. Reviewing this early will help your team make better configuration decisions during implementation.

Search for:

“Action Patterns” or “automation”

5. Reports & System Tools

Get familiar with available reports and system tools used for monitoring activity, performance, and operational insights.

Search for:

“reports” or “system tools”



Tip: Encourage your team to bookmark the Knowledge Base and get comfortable using search early. The ability to quickly find answers will be just as valuable during implementation as it is after go-live.

— REVIEW CONFIGURATION GUIDES AND PREPARE KEY INFORMATION

As part of your Manitou Cloud implementation, there are several core system configurations that will be defined during the project. These configurations help shape how your system operates, including user access, workflows, automation, and reporting.

At this stage, your goal is not to fully configure the system, but to begin understanding the types of decisions and information that will be required during implementation.

Get Familiar with Configuration Concepts

We recommend reviewing available guides in the Manitou Knowledge Base to build familiarity with key configuration areas: <https://manitou-knowledge-base.knowledgeowl.com/help>

Focus on topics such as:

- System preferences and default settings
- User setup and permission profiles
- Action Patterns and workflow behavior
- Basic system configuration and options

These areas will be reviewed in detail with your Project Manager and Application Consultant during implementation.

Begin Gathering Key Information

To help keep your project on track, your team can begin identifying and documenting:

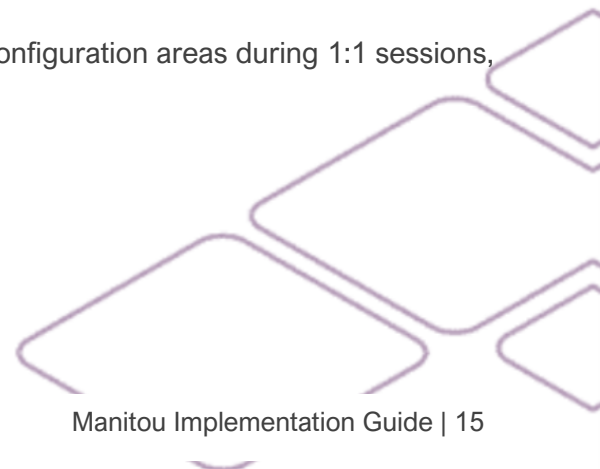
- User roles and access levels
- Operational workflows and alarm handling procedures
- Reporting needs and key metrics
- Any existing standards or processes you want replicated in Manitou Cloud

Having this information prepared in advance will make configuration sessions more efficient and reduce delays.

What to Expect During Implementation

Your Application Consultant will guide you through the most important configuration areas during 1:1 sessions, including:

- Reviewing your setup decisions
- Recommending best practices
- Validating configurations based on your business needs



You will not be expected to complete system configuration independently—our team will work with you to ensure everything is set up correctly.

— LOGGING INTO MANITOU

Accessing Manitou Cloud

Access to your Manitou Cloud environment will be provided during the implementation phase once your system has been provisioned and is ready for user access.

Your Project Manager or Application Consultant will share your login details and instructions at the appropriate time, along with guidance on how to get started.

Important:

If your organization uses network restrictions or firewalls, you may need to allowlist (whitelist) the Manitou Cloud public-facing IP address to ensure users can successfully access the system. Your Project Manager will provide these details in advance so your IT team can prepare accordingly.



Once access is provided, we recommend bookmarking your company's unique Manitou Cloud URL for easy access moving forward.

Unique company Manitou URL: _____

Login Help & Resources

When your access is available, the following Knowledge Base resources can help you get started:

- Logging into Manitou and resetting your password
- Adding users to your organization
- Login FAQs and troubleshooting

<https://manitou-knowledge-base.knowledgeowl.com/help>

— WHEN YOUR MANITOU BILLING BEGINS

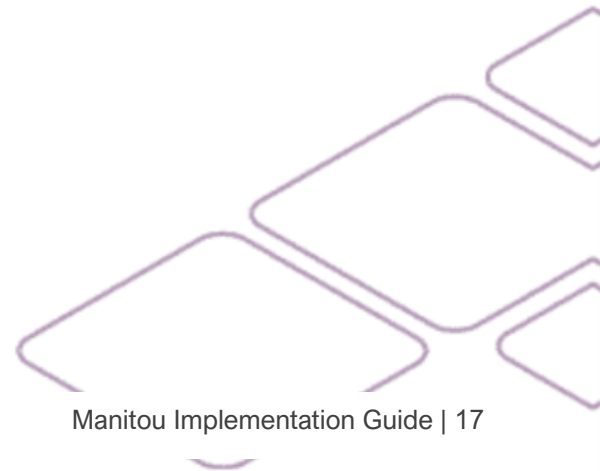
Your monthly recurring billing for Manitou is outlined in your Order Acknowledgement (OA) and may be based on a timeline such as a set number of months after contract execution or a defined milestone within your implementation (such as the start of User Acceptance Testing), whichever occurs first.

Because billing terms can vary by agreement, please refer to your specific Order Acknowledgement for the exact details of your billing schedule.

In some cases, if the implementation timeline extends beyond the agreed timeframe, recurring billing may begin prior to your system going live.

To help you maximize the value of your investment and align your go-live with your billing start, we strongly encourage active participation throughout the implementation process, including timely completion of tasks, attendance at scheduled sessions, and prompt communication.

Bold Group will work closely with your team to support progress and help you achieve a successful and timely go-live.



3. IMPLEMENTATION PLAN

— IMPLEMENTATION PHASES

The implementation of Manitou Cloud is structured into key phases designed to guide your team from onboarding through go-live and beyond. While timelines may vary based on your team's readiness, data complexity, and connectivity requirements, the outline below reflects a typical Cloud implementation journey.

Phase 1: Onboarding & Project Initiation

Description:

Transition from Sales to onboarding, initial coordination, and project preparation led by a Customer Success Manager (CSM). This phase ensures all prerequisites are in place before implementation begins.

Key Activities:

- Contract and project intake review
- Initial onboarding communication and coordination
- One-time fee payment confirmation
- Introduction to implementation process and expectations
- Preparation for Project Manager handoff

Duration:

Typically completed within 1–2 weeks (dependent on payment of one time fees and customer responsiveness)

Phase 2: Connectivity & Environment Readiness

Description:

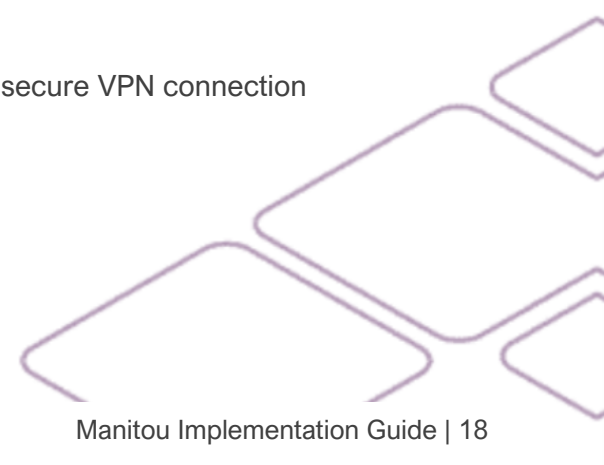
Establish secure connectivity between your environment and Manitou Cloud. This is a critical path phase and must be completed before implementation work can begin.

Connectivity Options:

- **SD-WAN (Graphene Network–led):**
Graphene coordinates device deployment, firewall configuration, and connectivity setup with your IT team
- **Site-to-Site VPN (Bold-led):**
Bold works directly with your IT team to configure and validate a secure VPN connection

Key Activities:

- Network requirements review
- Coordination with your IT team
- Device deployment or VPN configuration



- Connectivity validation and testing

Duration:

Varies significantly based on environment and responsiveness (typically 2–6+ weeks)

Phase 3: Cloud Environment Setup & Data Preparation

Description:

Provisioning of your Manitou Cloud environment and preparation of your system for implementation.

Key Activities:

- Environment provisioning and configuration
- Licensing and module setup
- Initial data collection and preparation
- Begin data conversion process
- Early training access (if applicable)

Duration:

Typically 1–3 weeks (may overlap with connectivity completion)

Phase 4: Implementation & Training

Description:

Guided system configuration, workflow alignment, and user training led by your Project Manager and Application Consultant.

Key Activities:

- System configuration sessions
- Workflow and process alignment
- User setup and permissions
- Instructor-led training sessions
- Continued data validation and refinement

Duration:

Typically 3–6 weeks (often overlaps with data work)

Phase 5: Data Conversion & System Validation

Description:

Final data migration, system testing, and validation to ensure readiness for go-live.

Key Activities:

- Data conversion testing and validation

- Alarm and signal testing
- Workflow and process validation
- User Acceptance Testing (UAT)
- Final system readiness confirmation

Duration:

Typically 2–4 weeks

Phase 6: SaaS Go-Live & Transition to Cloud Operations

Description:

Your system is activated in the Cloud environment and transitions into live operations.

Key Activities:

- Final data conversion
- System cutover to production
- Initial live monitoring and validation
- Go-live support

Duration:

1–3 days for cutover, with close monitoring immediately following

Phase 7: Post Go-Live Support, Move to PaaS & Long-Term Success

Description:

Transition to Support and ongoing success management.

Key Activities:

- Transition to Support team
- Post-go-live review
- Ongoing optimization and support
- Continued engagement as needed

Duration:

Begins immediately after go-live

Important Notes

- Some phases may run in parallel (e.g., training and data preparation)
- Connectivity is a critical dependency—delays in network readiness are one of the most common causes of project delays

- Active participation from your team is essential to maintaining project timelines and achieving a successful go-live

— PHASE 1: KICKOFF AND PLANNING

Phase 1: Onboarding & Project Initiation

This phase sets the foundation for your Manitou Cloud implementation. During this stage, a Customer Success Manager (CSM) will guide your organization through onboarding, ensure all prerequisites are in place, and prepare your team for a successful transition into the implementation phase.

Clear communication, timely responses, and internal alignment are key to keeping your project on track.

What to Expect During This Phase

Onboarding Coordination & Point of Contact

Once your signed agreement and project payment have been received and processed, a CSM will be assigned to support your onboarding.

The CSM acts as your primary point of contact during this phase—helping coordinate next steps, answer questions, and ensure your project is ready to move forward.

Introduction to the Implementation Process

The CSM will walk your team through the overall implementation journey, including:

- Key phases and timelines
- Roles and responsibilities
- Critical dependencies (such as connectivity requirements)
- What is needed from your team before implementation can begin

This ensures your team understands what to expect before transitioning to Professional Services.

Preparation for Project Manager Engagement

Once onboarding requirements are met, the CSM will introduce your assigned Project Manager from our Professional Services team.

Your Project Manager will become your primary point of contact for implementation and will guide your project through configuration, training, and go-live.

Review of Project Scope and Purchased Modules

Your team will review your Order Acknowledgement and solution scope to confirm:

- Modules and features included in your implementation
- Any add-ons or special configurations
- Alignment on what is included within the project scope

This helps ensure expectations are clear before implementation begins.

Identify Your Internal Project Team

To support a smooth implementation, your organization should identify key stakeholders, such as:

- Implementation Lead (primary decision-maker)
- System Administrator
- Technical/IT Contact
- Data Contact (if applicable)
- Training Coordinator

Clearly defined roles will help streamline communication and reduce delays.

Connectivity Planning Preparation

Because secure connectivity is required before implementation can begin, your team should be prepared to:

- Engage your internal IT resources
- Review connectivity options (SD-WAN or Site-to-Site VPN)
- Coordinate availability for technical setup and validation

Your Project Manager will guide this process in the next phase.

Completion of Onboarding Requirements

The CSM may provide onboarding materials or requests to gather key information needed for implementation readiness.

Timely completion of these items is critical to avoid delays and move your project forward.

— PHASE 2: CONNECTIVITY & ENVIRONMENT READINESS

Before implementation can begin, your organization must establish secure connectivity between your environment and the Manitou Cloud platform.

Unlike traditional on-premise deployments, Manitou Cloud does not require you to procure or maintain application servers. Instead, this phase focuses on ensuring your network, access, and technical environment are properly prepared for implementation.

What to Expect During This Phase

Connectivity Setup (Required for Implementation)

Secure connectivity is a prerequisite for implementation and must be completed before project work can begin.

Your Project Manager, along with Bold Group's technical team, will guide you through one of the following connectivity options:

- **SD-WAN solution (Graphene Network)** *(if purchased)*
- **Site-to-Site VPN connection**

This connection enables secure communication between your systems and the Manitou Cloud environment.

Your Project Manager will guide you through selecting the best connectivity method for your organization.

SD-WAN (Graphene Network)

A managed connectivity solution that simplifies network setup, enhances security through encrypted communication, and may improve performance and reliability. This option can reduce the ongoing support burden on your internal IT team.

Site-to-Site VPN

A traditional connectivity method that connects your network directly to the Manitou Cloud environment. This option may require more involvement from your internal IT team for setup and maintenance.

IT Coordination & Technical Resources

Your internal IT team (or third-party provider) will play a critical role in this phase.

They will be responsible for:

- Participating in connectivity planning discussions
- Configuring network requirements
- Supporting firewall and VPN setup
- Assisting with testing and validation

Delays in IT availability are one of the most common causes of project delays, so early coordination is strongly recommended.

Network & Access Requirements

Your organization will need to ensure:

- Stable and reliable internet connectivity
- Appropriate firewall configurations
- Required ports and endpoints are open (as provided by Bold Group)
- User access environments (workstations, permissions, etc.) are prepared

Specific technical requirements will be provided by your Project Manager during this phase.

User Environment Readiness

While servers are managed by Bold Group, your team is responsible for ensuring end users are ready to access the system.

This includes:

- Workstations that meet basic performance standards
- Proper user permissions and login access
- Browser and/or application readiness (as applicable)

Validation & Connectivity Testing

Once setup is complete, Bold Group will work with your team to:

- Validate connectivity
- Confirm secure communication is functioning as expected
- Ensure readiness to begin implementation activities

Your Responsibilities

To keep your project on track, your team should:

- Assign an IT contact early in the process
- Ensure timely participation in technical calls
- Complete all connectivity requirements promptly
- Communicate any internal constraints or delays



Important Note: Implementation cannot begin until secure connectivity has been successfully established and validated. Timely completion of this phase is critical to maintaining your project timeline and avoiding delays.

— PHASE 3: ENVIRONMENT PROVISIONING & SYSTEM CONFIGURATION

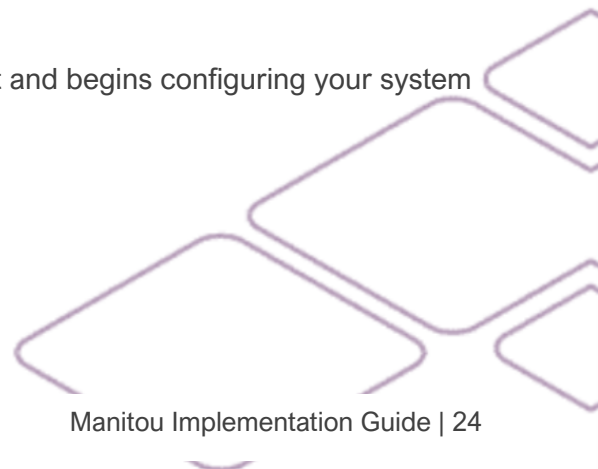
Once connectivity has been established and validated, your project will move into the system provisioning and configuration phase.

During this stage, Bold Group prepares your Manitou Cloud environment and begins configuring your system based on your project scope and operational requirements.

What to Expect During This Phase

Cloud Environment Provisioning

Bold Group will provision your Manitou Cloud environment, including:



- Application services
- Database environment
- Licensed modules and features

This infrastructure is hosted and managed by Bold Group, eliminating the need for customer-managed servers.

System Configuration

Your Project Manager and implementation team will begin configuring your system, which may include:

- Core system settings and operational preferences
- User roles and permissions
- Workflows and automation setup
- Module-specific configurations based on your purchased solution

Configuration is completed collaboratively, with input from your team to ensure alignment with your business processes.

Signal Path & Integration Setup

As part of this phase, the team will begin preparing your system for real-world use by:

- Configuring inbound signal paths
- Setting up receiver and communication pathways
- Preparing integrations (PBX, automation, or third-party systems, if applicable)

Initial validation may begin during this phase, with further testing completed later in the project.

Remote Sessions & Collaboration

Work during this phase is completed through scheduled remote sessions with your Project Manager and implementation team.

These sessions are used to:

- Review configuration decisions
- Gather required inputs
- Validate progress and answer questions

Your team's availability and engagement during these sessions is critical to maintaining momentum.

Customer Participation Requirements

While Bold Group manages the hosted environment, your team is responsible for:

- Providing timely input on configuration decisions
- Ensuring key stakeholders are available for working sessions

- Assisting with integration details (e.g., phone systems, monitoring workflows)
- Supporting testing activities as needed

Progress Toward System Readiness

At the conclusion of this phase, your system will be:

- Configured to reflect your business operations
- Connected and communicating with required systems
- Ready to move into training, validation, and user acceptance activities



Important Note: Delays in providing configuration details, attending scheduled sessions, or supporting integration setup may impact your implementation timeline.

Sandbox Environment Guidance

Before your go-live cutover, Manitou operates as a parallel test environment—a fully configured system that runs alongside your legacy platform.

During this period, both systems are active and receiving alarm signals, allowing your team to validate workflows, complete training, and confirm system behavior in real time.

What to Expect During Parallel Testing

- Manitou is fully configured and connected to your receivers
- Your legacy platform remains active while Manitou is tested side-by-side
- Your team will monitor both systems to ensure alarms are received and processed as expected
- Real-time signal activity will be used to validate workflows and operator response

Why This Phase Is Important

This phase is your opportunity to:

- Practice day-to-day workflows using live data
- Validate signal handling and system behavior
- Build confidence in your team prior to go-live
- Identify and resolve any issues before cutover

SaaS Go-Live Cutover

Once testing and training are complete—and both your internal team and Bold Group confirm readiness—your team will transition from parallel testing to full production use of Manitou.

This cutover marks the point where Manitou becomes your primary monitoring platform.

Depending on your system configuration, this transition may involve:

- Updating signal routing or receiver configurations
- Transitioning communication paths from your legacy system to Manitou
- Coordinated changes performed with guidance from your Project Manager

Best Practices During This Phase

- Closely monitor alarm activity during and immediately after cutover
- Compare alarm behavior to your legacy system (if still temporarily active)
- Use Manitou's System Test and Query Test features to validate signal handling
- Ensure operators are actively using Manitou for live workflows
- Document any issues and report them promptly to your Project Manager or Application Consultant

Team Readiness Requirements

Before proceeding with cutover, ensure:

- Core users have completed required training
- Key workflows have been tested and validated
- Your team is confident navigating the system in real-time scenarios

— PHASE 4: TRAINING & SYSTEM ADOPTION

Training is a critical component of your Manitou implementation and plays a key role in your team's confidence and long-term success.

This phase includes a combination of self-guided learning and live instructor-led sessions, designed to help your team understand, practice, and apply Manitou in real-world scenarios.

Manitou Self-Guided Training Plan (Recommended)

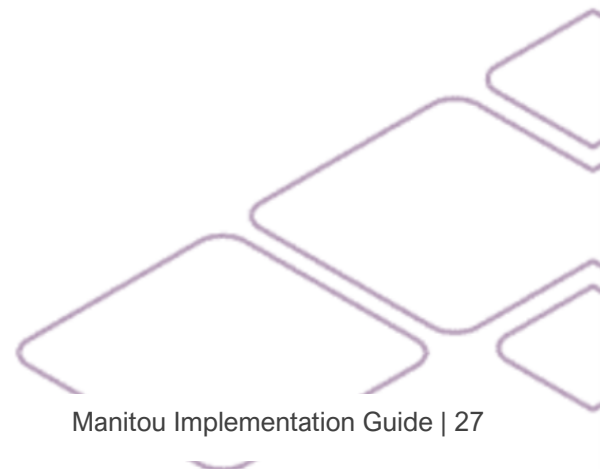
This training plan is designed to help your team build foundational knowledge before participating in live sessions with a Bold Group Application Consultant.

While self-paced, we recommend completing this training within **3–4 weeks** to stay aligned with your implementation timeline.

Week 1: Getting Started with Manitou

Estimated Time: 3–4 hours

- Start with "Your Manitou Guide: Start Here"
- Complete the "Manitou Overview" eLearning
- Review Web Client basics and navigation



- Explore dashboards, menus, and workspace layout

Goal: Understand the Manitou interface and navigate the system confidently.

Week 2: Customer Setup & Data Entry

Estimated Time: 4–5 hours

- Complete Customer Wizard training
- Learn how to create and manage customer records
- Review systems, zones, contacts, and schedules
- Explore key data structures (dealers, authorities, keyholders)

Goal: Understand how customer data is structured and maintained in Manitou.

Week 3: Alarm Handling & Action Patterns

Estimated Time: 4–5 hours

- Learn Action Pattern configuration (including enhanced workflows)
- Complete Alarm Handling training
- Understand how signals are processed and managed
- Practice handling alarms using test scenarios

Goal: Gain confidence managing alarms and understanding system workflows.

Week 4: Supervisory Tools & Review

Estimated Time: 3–4 hours

- Review Supervisor and administrative tools
- Learn reporting, permissions, and queue management
- Explore system configuration options relevant to your role
- Revisit modules specific to your environment

Goal: Strengthen system knowledge and prepare for live training sessions.

Total Time Estimate: 14–18 hours over 3–4 weeks

This training is self-paced. Teams are encouraged to:

- Take notes
- Identify questions
- Share progress during implementation meetings

Completing this plan ensures your team is prepared to maximize the value of live training.

Live Training with Your Product Trainer

Once foundational training is underway, your team will participate in live, instructor-led sessions with a Bold Group Application Consultant.

These sessions are conducted virtually and focus on applying training directly within your Manitou environment.

What to Expect During Live Training

- Guided walkthroughs based on your configured system
- Hands-on instruction for real workflows and use cases
- Review of alarm handling, customer setup, and daily operations
- Troubleshooting guidance and best practices
- Dedicated time for Q&A specific to your business

Training is delivered in scheduled sessions based on the hours included in your agreement. Additional training can be purchased if needed.

Core Training Topics

Based on your environment, training sessions typically include:

- Alarm handling and operator workflows
- Customer setup and data entry
- Action Pattern configuration and automation
- Supervisor tools (reporting, permissions, system oversight)
- Signal handling and system behavior
- Integration workflows (if applicable)

As outlined in the Manitou Cloud training agenda, sessions are often structured into focused topics such as:

- Administrative & supervisory functions
- Operator workflows and alarm queue management
- Data entry and customer configuration

Your Responsibilities

To ensure a successful training experience, your team should:

- Complete recommended self-guided training in advance
- Ensure relevant team members attend scheduled sessions
- Actively participate and ask questions

- Practice workflows between sessions
- Communicate any gaps or additional training needs

Role-Based Training Guidance

Successful Manitou implementations depend on the right people receiving the right training. While all users benefit from foundational knowledge, each role interacts with Manitou differently.

Use the guide below to align training responsibilities and ensure your team is prepared for go-live.

Recommended Training by Role

System Administrator

Recommended Focus:

- User setup and permission management
- System configuration and operational settings
- Supervisor tools and reporting
- Action Pattern configuration

Purpose: Oversees system configuration, manages users and permissions, and supports ongoing system administration.

Implementation Lead / SME

Recommended Focus:

- All self-guided training modules (Weeks 1–4)
- Participation in all live training sessions
- System configuration and workflow validation
- End-to-end process understanding

Purpose: Acts as the primary internal owner of the implementation, coordinates across teams, and serves as the internal expert.

Alarm Operators / Dispatch

Recommended Focus:

- System navigation and Web Client usage
- Alarm handling workflows
- Action Pattern interaction
- Daily operational tasks

Purpose: Handles day-to-day monitoring operations, responds to alarms, and uses Manitou as part of core workflows.

Data Review Specialist

Recommended Focus:

- Customer setup and data entry
- Data validation and imports
- Schedule and contact management
- Testing and data verification

Purpose: Ensures accuracy of customer data and supports validation during testing and go-live preparation.

IT / Network Contact

Recommended Focus:

- Connectivity setup (SD-WAN or VPN)
- Network configuration and firewall requirements
- Supporting integration setup (if applicable)

Purpose: Supports connectivity and ensures the organization's network environment is properly configured for Manitou Cloud.

Trainer / Internal Support

Recommended Focus:

- All core training modules
- Live training participation
- Internal documentation and knowledge sharing
- Ongoing user support

Purpose: Provides internal training, reinforces best practices, and supports long-term adoption across the organization.

Best Practices

Encourage team members to:

- Take notes during training
- Document questions
- Share feedback during implementation sessions

This helps ensure your team is aligned, confident, and prepared for go-live.

— PHASE 5: DATA CONVERSION AND TESTING

Data conversion is a critical step in your Manitou implementation. During this phase, your existing system data is migrated into Manitou and prepared for use in your new environment.

This process is collaborative and requires active participation from your team to review, validate, and refine your data prior to go-live.

What to Expect During This Phase

Initial Data Conversion

Bold Group will convert your core system data into Manitou, including:

- Customer records
- Systems and zones
- Contacts and call lists
- Key operational data required for alarm handling

This initial conversion is designed to closely reflect your existing system while preparing your data for Manitou's structure and workflows.

Data Review & Validation (Customer-Led)

Once your data is available in Manitou, your team will be responsible for reviewing and validating it.

This includes:

- Verifying customer records and account structures
- Reviewing zones, signals, and event handling
- Confirming contact lists, schedules, and authorities
- Identifying discrepancies and reporting them to your Project Manager

As outlined in the data review checklist, this process should include reviewing a representative sample of accounts and signals, not every record.

Ongoing Data Refinement

Data review is an iterative process. Your team will:

- Report issues and required updates
- Work with Bold Group to resolve discrepancies
- Continue refining data as testing progresses



Please note: Data conversion will not result in a perfect one-to-one replication of your legacy system. The goal is to deliver a strong foundation for your Manitou environment. Most conversions achieve approximately 95% accuracy, with remaining adjustments completed during testing and after go-live

Data Conversion Sign-Off

Before proceeding to go-live, your team will complete a formal data conversion sign-off confirming:

- Data has been reviewed
- Key discrepancies have been addressed
- The system is acceptable for production use

This aligns with project milestones required before go-live can occur

Customer Responsibilities

To ensure a successful data conversion, your team is responsible for:

- Providing clean and complete data exports
- Completing any required data conversion questionnaires
- Dedicating time and resources to data review
- Testing signals and validating system behavior
- Reporting discrepancies in a timely manner

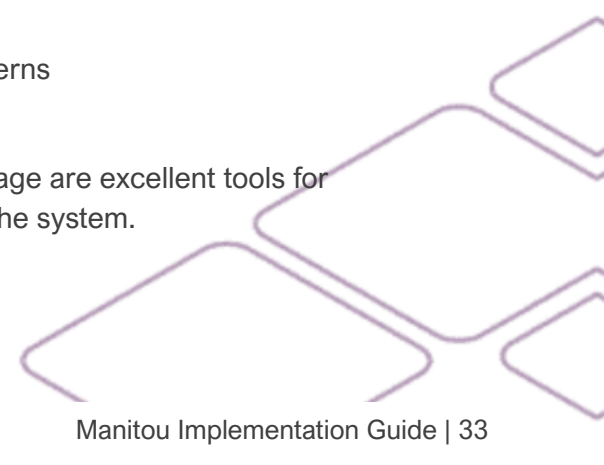
What You Must Prepare Before Data Conversion

Before data conversion can begin, your team must gather and validate key data from your current system.

This step is required to ensure a smooth and accurate migration into Manitou. Delays in preparing this information may impact your project timeline.

Data Category	What You'll Need
Customers & Systems	Names, addresses, phone numbers, account numbers, system types
Zones & Panels	Zone descriptions, panel types, transmitter IDs, alarm priorities
Keyholders	Contact information, call order, access permissions
Dealers & Branches	Names, contact info, linked accounts (if applicable)
Authorities	Police/fire contacts by region
Monitoring Settings	Event types, instructions, site notes, action patterns

The [Manitou Data Dictionary \(PDF\)](#) and [Manitou Data Entry eLearning](#) page are excellent tools for understanding how each data type is used and where it appears within the system.





Need Help? Your Project Manager and Data Analyst are here to support you. Don't hesitate to ask questions or request a walkthrough of how your data will look in Manitou.

— PHASE 6A: GO LIVE TRANSITION TO OPERATIONS

The Go-Live phase marks the transition from implementation and testing into a live, production Manitou environment. This is not a single event, but a structured process that includes system validation, formal sign-offs, and staged activation of live signals.

Before go-live, both Bold Group and your team must confirm that the system is fully configured, tested, and ready to support live monitoring operations.

Go-Live Milestones

1. System Testing & Validation

- Full system testing is completed by both Bold Group and your team
- Includes validation of:
 - Signal processing
 - Email, automation, and communication workflows
 - Alarm handling functionality
- Target: Testing completed within approximately two weeks

2. Formal System Sign-Off

- Customer confirms:
 - All required modules are configured and tested
 - Alarm workflows (EAPs) are functioning as expected
 - Users are trained and able to operate within Manitou
- Sign-off indicates readiness to transition to a live environment

3. Initial Go-Live (SaaS / Cloud Activation)

- Manitou system is moved into a live production state
- Customer begins operating in the live environment
- Signal traffic is actively processed through Manitou

4. Receiver & Phone Line Testing

- Post go-live validation of:

- Receiver communication
- Phone line functionality
- Conducted collaboratively by Bold, partners, and customer
- Typically completed within one week

5. Final Cutover (Live Port of Lines)

- Full transition of:
 - Phone lines
 - Signal traffic
 - (If applicable) IP and video signals
- Executed in stages:
 - Small batch testing first
 - Full migration once validated

6. Project Completion & Transition to Support

- Final customer sign-off confirms project completion
- System is fully live and stable
- Ownership transitions to:
 - Support team
 - Customer Success Manager
- Includes:
 - Post-go-live support monitoring
 - Project review
 - Ongoing support engagement

Customer Responsibilities

To ensure a successful go-live, your team is responsible for:

- Participating in system testing and validation
- Reviewing and approving data and workflows prior to sign-off
- Ensuring operators are trained and prepared for live alarm handling
- Confirming readiness for cutover and live signal processing

- Coordinating internal resources during go-live and transition

— PHASE 6B: DEFINED SUCCESS METRICS

Implementing Manitou is a strategic investment in your operations, team, and long-term growth. Defining success early ensures alignment across stakeholders and provides a clear framework to measure progress throughout implementation and beyond.

Core Success Metrics

These metrics are aligned to key phases of your implementation: data readiness, system validation, go-live, and adoption.

1. Data Readiness & Validation

- **Data Preparedness**
 - *Goal:* Required data is complete, accurate, and submitted on time
 - *Why It Matters:* Reduces delays and improves conversion accuracy
- **Data Conversion Accuracy**
 - *Goal:* Data is successfully converted with minimal rework required
 - *Why It Matters:* Ensures customer records and alarm configurations are reliable at go-live
- **Data Validation & Sign-Off**
 - *Goal:* Customer review completed and approved prior to system sign-off
 - *Why It Matters:* Confirms confidence in data before entering production

2. Implementation & System Readiness

- **System Testing Completion**
 - *Goal:* All system components (signals, automation, communications) tested successfully
 - *Why It Matters:* Validates that Manitou is configured correctly for live operations
- **Formal Sign-Off Milestones**
 - *Goal:* Completion of:
 - Data Conversion Sign-Off
 - Training Sign-Off
 - System Sign-Off
 - *Why It Matters:* Ensures readiness before progressing to go-live
- **Training Completion**
 - *Goal:* All required users complete training and demonstrate readiness

- *Why It Matters:* Reduces operational risk at go-live

3. Go-Live Success Metrics

- **Successful Signal Processing**
 - *Goal:* 100% of live alarm signals are received and processed in Manitou
 - *Why It Matters:* Confirms full operational cutover
- **Staged Cutover Validation**
 - *Goal:* Initial signal and line migration validated before full transition
 - *Why It Matters:* Minimizes risk during final cutover
- **System Stability**
 - *Goal:* Stable performance during initial live operations
 - *Why It Matters:* Ensures continuity of monitoring services

4. Operational Performance Metrics

- **Alarm Handling Efficiency**
 - *Goal:* Maintain or improve alarm handling times compared to previous system
 - *Why It Matters:* Measures operational efficiency and usability
- **Queue Visibility & Workflow Accuracy**
 - *Goal:* Signals are routed correctly and visible to operators in real time
 - *Why It Matters:* Ensures effective alarm prioritization and response

5. User Adoption Metrics

- **Training Completion Rate**
 - *Goal:* 100% of assigned users complete required training
 - *Why It Matters:* Drives confidence and readiness
- **Live Training Engagement**
 - *Goal:* Active participation in instructor-led sessions
 - *Why It Matters:* Reinforces understanding and reduces post-go-live issues
- **Support Readiness**
 - *Goal:* Users can access the support portal and follow escalation paths
 - *Why It Matters:* Enables faster issue resolution and independence

— PHASE 7: SUPPORT AND LONG TERM SUCCESS

Following go-live, your primary point of contact will be either a Customer Success Manager (CSM) or your Account Manager, depending on your account structure.

While some customers are assigned a dedicated CSM for ongoing success planning, all customers are supported through a combination of Project Management, Account Management, and Support teams to ensure continuity and long-term success.

Support Resources

- **Support Portal:** <https://support.boldgroup.com>
- **Support Phone:** (719) 593-2829 or (800) 255-BOLD
- **Support Hours:** Monday–Friday, 8:00 AM – 6:00 PM ET

Your Post-Go-Live Team

After go-live and final project sign-off, your primary point of contact will transition to either a Customer Success Manager (CSM) or Account Manager, depending on your account structure.

They are responsible for:

- Supporting your team’s transition into live operations
- Monitoring adoption and overall account health
- Providing guidance on best practices and system optimization
- Connecting you with training, resources, and product updates
- Identifying opportunities for efficiency, automation, and growth
- Acting as your advocate within Bold Group

If there is any uncertainty around ownership, this will be confirmed during your project-to-support handoff.

30–60–90 Day Success Framework

The first 90 days post-go-live are critical to stabilizing operations and reinforcing adoption.

Within 30 Days

- Confirm all users have access to the Support Portal
- Validate signal flow and system performance in production
- Resolve any outstanding questions from training or go-live
- Ensure internal SMEs are supporting day-to-day operations
- Address any immediate post-conversion adjustments

Within 60 Days

- Participate in a post-go-live check-in (or QBR, if applicable)

- Review alarm workflows and Action Pattern performance
- Identify additional training or configuration needs
- Begin tracking defined success metrics
- Evaluate opportunities to improve efficiency through automation

Within 90 Days

- Review system usage, adoption trends, and performance metrics
- Evaluate readiness for additional modules or features
- Review support activity and escalation processes
- Explore reporting and dashboards for ongoing visibility
- Align system configuration with evolving operational needs

Recommended Customer Actions

To support long-term success, we recommend:

- Assigning an internal system owner to drive adoption and accountability
- Scheduling regular check-ins with your CSM or Account Manager
- Reviewing key performance metrics (e.g., alarm handling time, system usage)
- Continuing training through BoldU and available resources
- Testing new workflows or configurations in a controlled environment before deploying

Ongoing Support Model

- **Technical Support:** Troubleshooting, issue resolution, system-related questions
- **Customer Success / Account Management:** Strategy, adoption, optimization, and growth
- **Sales Team:** Licensing, expansions, and product roadmap discussions

A Long-Term Partnership

Go-live is the beginning of your operational journey with Manitou—not the end of implementation.

Through ongoing collaboration, regular check-ins, and continuous optimization, Bold Group is committed to helping you maximize the value of your system and support your evolving business needs.



4. GETTING HELP AFTER GO LIVE

Bold Group provides comprehensive support resources to ensure your Manitou system operates reliably and efficiently.

For additional resources, FAQs, and guidance, visit the [Support Page](#) on Bold Group’s website.

— TECHNICAL SUPPORT

How to Request Technical Support

If you experience a system error or technical issue impacting operations, our Technical Support team is available to assist.

Submit a request by:

- **Support Portal:** <https://support.boldgroup.com>
- **Phone:** (719) 593-2829 or (800) 255-BOLD

Support Hours:

Monday–Friday, 8:00 AM – 8:00 PM ET

After-hours emergency support is available for Alarm Monitoring systems with an active support agreement.

Using the Support Portal

The Support Portal is the fastest way to:

- Submit and track support cases
- Receive updates from the support team
- Access helpful resources and documentation

To help us resolve your issue efficiently, please include:

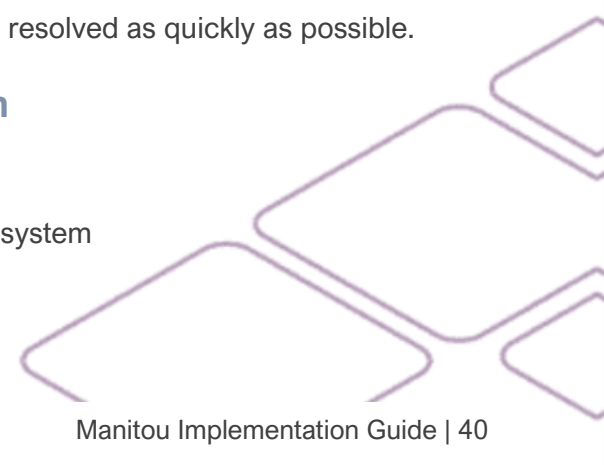
- A clear description of the issue
- Steps to reproduce (if applicable)
- Screenshots or supporting documentation

Providing detailed information ensures your case is routed correctly and resolved as quickly as possible.

What’s Included in Your Support & Maintenance Plan

Your plan provides:

- Resolution of technical issues in a fully implemented, production system (*break-fix and critical issue support*)
- Access to product updates and upgrades



- Access to the Support Portal
- Unlimited support requests

What's Not Included

The following are outside the scope of standard support:

- Infrastructure maintenance (networking, servers, operating systems, third-party components)
- Reinstallation or reconfiguration of Bold Group software
- Custom development or software modifications
- Installation or troubleshooting of third-party products

Additional Services

If your request falls outside of standard support, our team can assist through a scoped project engagement.

Please contact your Account Manager or Account Executive to:

- Review your request
- Define scope and requirements
- Receive a quote for services

Need Help?

- **Technical Support:** Issue resolution and troubleshooting
- **Account Manager / CSM:** Guidance, optimization, and planning
- **Sales Team:** Enhancements, licensing, and project-based work

— GETTING ANSWERS IN THE KNOWLEDGE BASE

The Manitou Knowledge Base is a self-service library of resources designed to help you get the most value from your system.

It includes:

- Setup and user guides
- eLearning modules
- Tutorials and how-to articles
- Product documentation and release notes
- Answers to common questions

Whether you're onboarding new users or looking to deepen your expertise, the Knowledge Base is your primary resource for quick, reliable answers.

Accessing the Knowledge Base

<https://manitou-knowledge-base.knowledgeowl.com/help>

Best Practices

To get the most value from the Knowledge Base:

- Use it as your **first stop** for common questions and how-to guidance
- Encourage team members to explore relevant articles based on their role
- Leverage eLearning modules to support onboarding and ongoing training

Key Resources in the Knowledge Base

Browse key resources and some of the most popular sections from the Manitou knowledge base:

- [Manitou Quick Start Guides](#): an exhaustive list resources to help you set up and use Manitou.
- [Manitou User eLearning Courses](#): eLearning designed for everyday users who will not be involved in application setup or admin.
- [Manitou Action Plans](#): understand the features and functionality of the most frequently used module in Manitou.

— ADDITIONAL SUPPORT & LEARNING RESOURCES

Bold Group provides several tools and resources to help you stay informed, continue learning, and maximize the value of your Manitou system.

System Status Page

The Bold Group Status Page provides real-time visibility into the availability and performance of the Manitou application.

[System Status](#)

Use it to:

- View current system status
- Monitor incidents or outages
- Stay informed on scheduled maintenance

Recommendation:

Bookmark the Status Page and subscribe to receive SMS or email notifications for incidents and maintenance updates.

BoldU Learning Portal

BoldU is Bold Group's online learning platform, offering structured training and self-paced education.

[BoldU](#)

Within BoldU, you can:

- Enroll in eLearning courses
- Access training guides and learning paths
- Support onboarding and ongoing user development

To request access, email: boldU@boldgroup.com and include:

- Company Name
- Learner Manager Name
- Learner Manager Email
- Product (e.g., Manitou)

Webinars & Ongoing Training

Bold Group offers regular live and on-demand webinars to support continued learning and product adoption.

[Bold Group- Webinars](#)

Topics may include:

- Product features and enhancements
- Best practices and workflows
- Integrations and advanced use cases

Visit the Bold Group website to browse upcoming and recorded sessions.

— PRODUCT RELEASES

Bold Group regularly releases updates to Manitou to enhance performance, introduce new features, and deliver ongoing improvements.

- Updates are typically deployed during evening hours to minimize disruption to your operations
- Release notes are published in the [Release Notes](#) section of the Manitou knowledge base.

We recommend reviewing release notes regularly to stay informed about new functionality and enhancements.

— APPLICATION & TECHNICAL CONSULTING

Bold Group offers application and technical consulting services to help you optimize your Manitou system and align it with your business objectives.

These services may include:

- Workflow optimization
- Advanced configuration support
- System enhancements and best practices
- Guidance on new features or modules

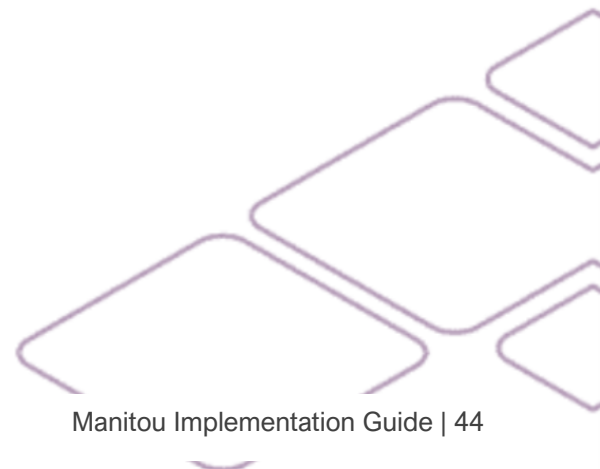
To learn more or request consulting services, please contact your Account Manager or email: boldsales@boldgroup.com.

— BILLING & ACCOUNTS RECEIVABLE

For questions related to billing, invoices, or account balances:

- **Email:** ar@boldgroup.com
- **Or:** Submit a case through the [Support Portal](#)

Please note: Billing and Accounts Receivable are managed by Bold Group's parent company, **EverCommerce**. You may receive billing communications from team members using an @evercommerce.com email address—these communications are legitimate and authorized.



5. APPENDIX

Manitou Cloud is designed with a modular architecture that allows your system to scale as your operational needs evolve. Depending on your environment, licensing, and business requirements, additional modules and integrations may be available.

Your Account Manager can help evaluate which options are appropriate for your organization.

For more information: [Manitou Add Ons](#)

— AVAILABLE MODULES & ENHANCEMENTS

Video Control Center (VCC)

What it does:

Provides alarm-linked video verification, including live and recorded video playback, event-based views, and PTZ control.

When to consider:

- You require visual verification of alarms
- You want to reduce false alarms and improve response accuracy

Considerations:

- Requires compatible IP camera infrastructure
- Network bandwidth must support video streaming

MediaGateway (Communications & Automation)

What it does:

Supports communication workflows including voice, SMS, email, and automation tools such as IVR and event-based messaging.

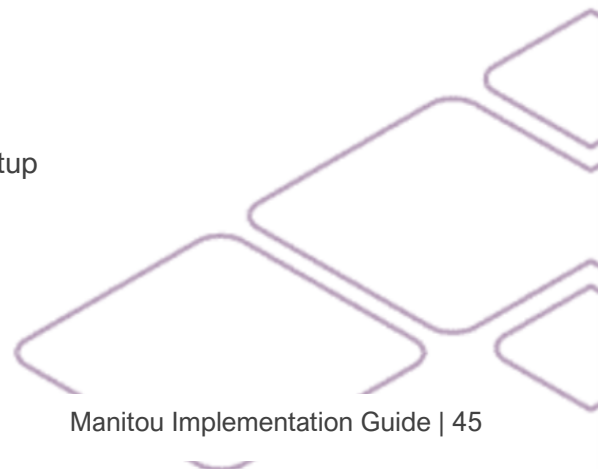
When to consider:

- You want to automate dispatch workflows
- You need SMS or voice-based escalation paths
- You are looking to reduce operator workload

Considerations:

- Configuration depends on your telephony and communication setup
- Typically implemented with guidance from Bold technical teams

InstantConnect (Workflow Automation)



What it does:

Automates handling of lower-priority signals based on predefined rules and action patterns.

When to consider:

- You have high signal volume and want to improve efficiency
- You use tiered alarm handling strategies

Considerations:

- Requires clearly defined alarm priorities and workflows
- Best implemented after core operations are stable

Integration Capabilities (API & Third-Party Systems)

What it does:

Supports integration with external systems such as access control, GPS tracking, PSIM platforms, and other third-party tools.

When to consider:

- You operate multiple systems that need to share data
- You require centralized monitoring or automation across platforms

Considerations:

- Integrations vary by use case and may require custom configuration
- Access to third-party systems and technical planning is required

Training & Adoption Enhancements

BoldU Learning Portal & Webinars

What it includes:

- Self-paced eLearning courses
- Role-based training content
- Live and on-demand webinars

When to consider:

- Training new hires
- Reinforcing best practices post-go-live
- Expanding system usage across teams

Note:

Training is a key component of long-term success. As highlighted in Cloud onboarding, customers are expected to engage in structured training as part of implementation and beyond.

— FAQs

General Overview

What is Manitou Cloud?

Manitou Cloud is a centralized, web-based alarm monitoring platform hosted and managed by Bold Group. It enables you to monitor intrusion, fire, access control, GPS, and video systems from a single interface—without the need to maintain on-premise infrastructure.

Can I access Manitou from different devices?

Yes. Manitou is accessible via a web client and supports use on desktops, laptops, and tablets. A stable internet connection and supported browser are required.

Do I need to manage servers or infrastructure?

No. In Manitou Cloud, infrastructure, hosting, backups, and system maintenance are managed by Bold Group. This allows your team to focus on operations rather than system administration.

System Functionality

How does Manitou streamline alarm workflows?

Manitou uses *Action Patterns*—configurable workflows that guide operators through alarm handling processes, improving consistency, speed, and accuracy.

Can I integrate video with alarms?

Yes. Manitou supports video integration through Video Control Center (VCC), allowing operators to view live or recorded video associated with alarm events.

What types of integrations are supported?

Manitou supports integrations with a variety of third-party systems including access control, GPS tracking, telephony, and other monitoring platforms. Integration availability depends on your configuration and licensing.

Can I generate reports?

Yes. Manitou includes reporting tools and dashboards that allow you to monitor performance, activity, and operational metrics.

Is my data secure in Manitou Cloud?

Yes. Manitou Cloud is hosted in a secure, managed environment with controls in place to protect customer data, including access controls and system monitoring.

Do I have access to a test or sandbox environment?

Sandbox or test environments may be available depending on your configuration. Please contact your Account Manager to discuss options.

Training & Adoption

What training resources are available?

Training includes:

- BoldU self-paced eLearning

- Instructor-led virtual training sessions
- Knowledge Base articles and documentation
- Recorded training sessions for ongoing reference

Training is role-based and designed to support operators, supervisors, and administrators.

Who should complete training?

All users interacting with Manitou should complete training relevant to their role. This typically includes operators, supervisors, and system administrators.

Support & Resources

How do I get help if I encounter a technical issue?

You can:

- Submit a ticket through the Support Portal
- Call Bold Group Support

Providing detailed information (including screenshots) will help expedite resolution.

What technical support is included?

Your support plan includes:

- Technical (break-fix) support
- Access to updates and upgrades
- Use of the Support Portal

Requests outside of standard support (e.g., consulting or configuration changes) may be scoped separately.

What self-service support resources are available?

- **Manitou Knowledge Base:** online library of resources that contains setup and user guides, product documentation, and articles that address common questions.
- **BoldU Learning Platform:** Interactive courses and role-based learning paths to provide structured onboarding for new employees and train them in using Manitou

Where can I check system status or maintenance updates?

Visit the Bold Group Status Page to view real-time system status, scheduled maintenance, and incident notifications. You can subscribe for email or SMS alerts.

Updates & Maintenance

How are system updates handled?

Updates are managed and deployed by Bold Group, typically during off-peak hours to minimize disruption. No action is required from your team.

How do I stay informed about new features?

Release notes and feature updates are published in the Manitou Knowledge Base.

Billing & Account Management

Who do I contact for billing questions?

For billing or invoice inquiries:

- Email: Perennial_AR@boldgroup.com
- Or submit a case via the Support Portal

Billing is managed by Bold Group's parent company, EverCommerce.

How do I pay my invoice?

Invoices can be paid online via the billing portal (credit card or ACH). For alternative payment methods such as wire or check, contact the billing team.

Implementation & Ongoing Success

Who is my main point of contact?

- During implementation: Your Project Manager (PM)
- Post-go-live: Your Account Manager or Customer Success Manager (if assigned)

How long does implementation take?

Timelines vary based on factors such as data readiness, training completion, and responsiveness. Your Project Manager will provide an estimated timeline based on your specific project.

How can we avoid delays in implementation and going live on our system?

To stay on track:

- Respond promptly to requests
- Complete training on time
- Provide accurate and complete data
- Actively test workflows during onboarding

Can I request new features or enhancements?

Yes. Feature requests can be submitted through the Support Portal and are reviewed by the product team.

