

## How Monitoring Groups Function

This document details the use and functionality of Monitoring Groups within Manitou

What is a Monitoring Group?

Monitoring Groups are used for several different purposes within Manitou:

- Allowing a Dealer/Customer to monitor their own accounts.
- Managing multiple monitoring centers in different locations.
- Segregating accounts for special handling, such as: DOD or VIP accounts.
- Creating a single location for alarms during a Disaster situation.

### Self-Monitoring

Some companies allow their Dealers or Customers to monitor themselves. What the company does is place all the applicable accounts within a separate Monitoring Group, such as Monitoring Group 1.

When the end-user logs into a Manitou client at their location and into Alarm Handling, they receive the alarms that are within that Monitoring Group to their workstation. If they only monitor during general business hours, when they handle the last alarm in the queue for their accounts and log out, the events can roll back into the Main Monitoring Group (0). For those offering this service to their customer, this saves the number of operators required during the time the customer is monitoring themselves.

### Separate Locations

Some businesses have multiple monitoring centers running against the same database. They want local response to the customer base closest to the monitoring center, often the accounts will be split into separate Monitoring Groups. This allows for the local monitoring station to manage the signals that apply to them the closest and can also offer assistance, depending on workstation settings, when one station becomes overwhelmed.

There are some specific business practice things that should be considered prior to making this sort of move:

- What is the end goal?
- Is this an acquisition that is seeking some continuity for the customer base and the operators most familiar with them?
- Will one station be the “fall back” if the other is unable to manage signals?
- Will all locations help each other in the case of an emergency?
- What access does each monitoring station have?
- Will there be a station that only monitors during specific hours?
- Are the two companies fully segregated, running as separate businesses?



### Additional Notes:

Monitoring Groups are a licensed item. To add Monitoring groups to your system speak to your sales representative.

Monitoring Group overflow allows for signals to filter back to the Central Station when no one is actively monitoring within the additional groups.

Monitoring Groups, after creation in the Supervisor Workstation, may be configured on:

- Customer Options
- Dealer Options
- Receivers
- DNIS Maps
- Event Categories
- Disaster Mode

The Monitoring Group selected for Disaster Mode is the highest priority and all signals will direct to that Monitoring Group for those events located within the disaster area.

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It is vital to review the company needs prior to setting up the Monitoring Groups to ensure that the correct items are setup and if overflow to the Main Monitoring Group is required.

### DOD/VIP

There are instances where the staff at a monitoring station may have Department of Defense certifications, or special training, for handling specific accounts. These accounts, and the signals presented, can also be segregated to present to a single separate Monitoring Group where only the certified operators have access. In these situations we often also employ the use of alternate locales (languages) to further ensure that only the certified operators can touch the events received in these situations.

### Specific Functionality Considerations

It is important to understand business needs before adding and employing Monitoring Groups. The list below provides several considerations:

- Monitoring Groups are used for the segregation of Alarm Handling only.
- If you wish to also segregate the account data, it is required to employ the use of Dealer/Branch restrictions on the users.
  - o When Dealer/Branch restricted - only specific forms are enabled. Items that cannot be edited, at all, while logged in as a restricted user are:
    - Global Keyholders
    - Authorities
    - Agencies
    - Monitoring Company
  - o Receiver messages do not present to operators that possess a dealer restriction.
- Monitoring Group 0 is considered the Main Monitoring Group and when “Monitoring Group Overflow” is allowed, that is where signals will land when no one is logged into the additional Monitoring Groups. It is not a “view all” location.
- The “Generate warning if Operator not logged into this Monitoring Group” option will only display to the Operator Workstation when the “enable broadcast messages to all users” option is enabled.

Manitou Monitoring Groups offer a dynamic way to manage who handles which alarms and where.