Assignment 1 Solution

Wizzard Security Inc.

Overview

Wizzard Security provides monitoring systems for private homes as well as companies. Their current solution are sensors that are hardwired to a central control which then communicates out to their monitoring service. This solution has been very workable for established clients but the company is not growing due to the hardwiring nature of their current business. If there needs to be additional assets to be monitored it requires a technician to go out and wire in the new sensor and setup the central control. There are new technologies and Wizzard knows it has to move in the direction of these new technologies to remain competitive. Also their current clients have also inquired about these types of offerings. Wizzard has looked at both RFID and IOT as replacement solutions but are concerned about false alarms, communications and reliability of this new hardware.

Wizzard's current solution for central control is all in firmware and is a simple button based interface from the panel to setup and manage. To move towards a more modern solution that can both communicate with the a monitored system as well as the client needs to be considered. Wizzard allows for clients to break there assets being monitored into zones so if a room is being rearranged for instance the alarms can be turned off for that zone but not a specific asset (this is a shortcoming for Art Galleries). Currently the only communication method that the control system uses to communicate with the monitoring department is a telephone land line.

Wizzard charges for the initial installation plus so much for each sensor, after that a monthly monitoring charge is billed, this is taken care of by the Accounting Department. The Monitoring Department is tasked with responding to alarm notifications from the central control and they notify the client as well as the police. Wizzard also wants to reach people who don't want to pay for monitoring but will pay for a system to do self monitoring.