

Sarrouf Monitoring System

SMS

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Receiver Configuration

- Add Receiver
- Delete Receiver
- Configure Receiver Options
- Add New Receiver Type Dynamically by admin
- Delete Receiver Type by admin

Alarm Monitoring Features

The Alarm Monitoring is the core of SMS. It allows the management of all events entering a Central Station. The following utilities will ease the task of alarm monitoring.

Utilities:

- Save Event
- Pending Event
- Scheme / MISC
- Account Events Display
- Comments
- Delay / Follow Up
- Priority Action Display
- Schedule
- Last # Events
- Memo

Manual Alarm Generation

This feature will generate missed alarms manually by entering the alarm data by an operator.

Accounts Event Display

Simple Summary for the alarms generated.

Memo

A note can be left by the active operator with the Alarm Monitoring function. to the specific customer occurs, the note will be displayed.

Pick-Up

This function allows the operator to choose from the waiting file the next alarm to proceed.

Pending

An alarm can be placed in the pending box for many reasons: ex. no answer, many alarms at the same time, wait for a call back etc. So this function allows the operator to get the alarm back from the pending.

Take Follow Up

This function allows the operator to get an alarm back from the follow-up.

Inactive Accounts/Code

This function displays a list of accounts that are inactive, on test or that have disabled alarm code(s). It also allows the operator to activate an account or a code that has been disabled previously.

System Armed/Disarmed

This function allows the operator to see all the armed and disarmed system at one time (with the date and time that it was done)

Accounts Management Features

This function gives you tool to manage customer-related data.

Accounts Data

Account Information:

To enter account name, address, city, zip/postal code, e-mail, partition name, account phone number #1 and account phone number 2

MISC. Information

To enter security phone number and special note to be displayed in the warning box of your monitoring window.

Alarm Schedules (Work, Electricity ... etc)

To establish alarms schedules.

Alarm System User Information

This allows defining users and at the same time it defines the contact list. Each alarm code can refer to specific contact list of person to call in case on an event.

Alarm Codes and Description

This page allows defining alarm codes. For each alarm code, you can set the code (or range of codes), description, type, priority, delay, note, action 1 and action 2 and a pager or e-mail.

Account Installation Info

Used to enter information of the installer company: Alarm company name, phone number, installation date, receiver and transmitter phone number.

Billing Information

To enter billing information: Company name, address, terms, billing rate, etc.

Display Account Groups

Allows displaying and selecting the account groups.

Display Account Events

Allows displaying the account events.

Display Scheme/MISC

Allows entering information and images.

Actions

- Add Accounts
- Modify Accounts
- Delete Account
- Change Account Number
- Change Partition Number

Account Reporting

- Detailed
- Summary
- Labels
- Custom

Billing Features

- Automatic Billing
- Batch Billing
- List of All Payments
- List of Last Payments
- Custom Payments Report
- Register New Payment
- Delete Payment
- Freeze Subscription
- End Subscription

Security Features

Operator's Management

SMS is protected against mismanagement and fraud by access levels and passwords. For a person to work in SMS, the Manager needs to enter the complete name and access level.

Actions:

- Add
- Edit
- Delete
- Assign Security Level

Operator's Messages

The system allows messages to operators. When an operator logs on, his message is displayed.

Authorization Matrix

Access levels are available and customizable by admin

Historic Management Features

The system will allow for extensive reporting against all data fields and with auditing features to ensure consistency.

None-Functional Features

- Database Replication if available
- High Availability Server if available
- Kubernetes Cluster
- Containerized Application
- Auto Start on system Start-up
- Load Balancing if available