Improve your monitoring center performance with three techniques.
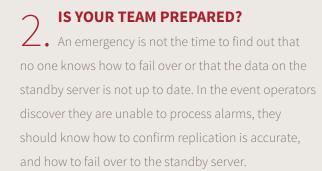
Conduct an annual review of the equipment, procedures, and policies that impact your business most.

1. IS YOUR HARDWARE STILL EFFICIENT?

Hardware is subject to the physical world and all environmental conditions. For example, if fans stop cold air circulation in your server room, overheating equipment can fry circuits or corrupt hard drives. Dust, jostling, or power surges may also cause failures. Be proactive and take these steps to safeguard your hardware:

☑ Create a maintenance plan to care for all hardware elements.

☑ Label who to contact if something fails. Make sure someone from every shift knows where to find this information.

☑ Implement a hardware replacement plan with your provider.

2. IS YOUR TEAM PREPARED?

An emergency is not the time to find out that no one knows how to fail over or that the data on the standby server is not up to date. In the event operators discover they are unable to process alarms, they should know how to confirm replication is accurate, and how to fail over to the standby server.

☑ DAILY: Back up your data on all database servers.

☑ WEEKLY: Send a back up copy off-site to an accessible location.

☑ ROUTINELY: Practice fail over to ensure that someone on every shift knows the process and what to do when an emergency occurs.

3. IS YOUR TEAM ENGAGED?

According to a recent Gallup poll, only 14–41% of employees know what their company stands for and what makes them different from their competitors. How many of your employees understand what they are doing and why? The best way to increase employee engagement is to build staff confidence through training and processes.

☑ Leverage your available learning tools to foster an environment of self-empowered learning.

☑ Create an environment where every mistake is a teachable moment. This encourages operators to step out of their comfort zone and figure some things out on their own.

☑ Define processes and procedures clearly. Remove ambiguity and empower operators to solve specific customer needs and issues.

Bring it together.

In three steps, you will see an immediate improvement in the performance of your monitoring center.

For more than three decades, Bold Technologies has provided award-winning alarm monitoring software. To learn more about how to increase profitability and efficiency in your monitoring center with our full range of automation solutions available both Cloud-based and on-premise, give us a call or visit our website.

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