

# Seven ways to save time and money by automating transmissions.

The UniversalConnector converts non-traditional transmissions into signals for Manitou.

There's probably at least one monitoring situation in your business which could be more efficient. Maybe you have a process which must be handled manually because it can't generate an alarm. But what if it could? That's the premise upon which Bold's UniversalConnector was created.

## **1. EMAIL CONNECTOR**

What external systems do you watch manually these days? Do you get regular emails about weather which you then must manually forward, or place a call, to a number of other people to inform your businesses or customers in the affected area? Does your video/DVR/NVR system send emails to notify you when cameras fail? Using an Email Connector, the UniversalConnector can "watch" those emails, parse them, and when they have specific details, hand them over to Manitou as alarms. If paired with the Virtual Operator, it can also send automatic notifications to the appropriate people, keeping the volume of traffic away from your alarm operators.

## **2. OUTBOUND OPENVOICE AND AUTOTEXT CONNECTORS**

What about when you have extreme weather? Do you have a full alarm queue that takes hours or days to clear, while you make calls to each customer with low battery or power notifications? Use the UniversalConnector to make Outbound OpenVoice calls, or AutoText, to notify customers of these events. When paired with the UniversalConnector, your Action Patterns and Disaster Mode can contact these customers with a specific script message noting that this outage is due to the disaster incident. This frees operators to focus on the life and property safety alarms that need attention in a disaster situation.

### 3. RSS FEED CONNECTOR

Do you watch an RSS feed for news reports that affect your customers or your asset sites? The UniversalConnector can watch these feeds for specific words and generate alarms based on your set parameters, bring them to an operator's attention, or send an alert to responsible parties using the Virtual Operator. Let's say the RSS feed states there is an "active shooter" in the 80905 postal code. With the UniversalConnector, this could be generated as an alarm in Manitou. Then, with the Enhanced Action Patterns and Bold TextMe, subscribers in that postal code could receive a notification of that incident with the feed details.

### 4. FILE AND FTP CONNECTORS

Do you have a shared File folder or and FTP site that you have to check for files to take action? For instance, a site where a clip of video or audio is placed into a shared folder, or an FTP site that an operator needs to access to add context to an alarm. The UniversalConnector can watch that folder. When a file arrives, it can generate an alarm into ManitouNEO with specific information about the account and move the file as a binary object into ManitouNEO. This creates a permanent record of the file in the ManitouNEO database and helps the operator make a quality decision about the nature of the event.

### 5. ODBC DATABASE CONNECTOR

Many sites have additional databases which also have actionable information; some have several. A particular center's process was to remind someone to look at a customer's database several times a day for a single

red line of data, then immediately contact the site if it was present to prevent a serious failure. If they missed it, which happened from time to time, product loss was nearly always guaranteed. This cost thousands of dollars to the business they monitored, but there was no alarm panel and no dialer to send this information, just a database and an ODBC connection to it.

Now, the UniversalConnector watches that database. When the "red line" event trips, an alarm generates in Manitou and drops to an operator with the appropriate action pattern to notify the site and ensure product loss is a thing of the past.

### 6. SMS CONNECTOR

When there are serious weather incidents or disasters, phone lines are often down or over-utilized. When hikers go deep into the woods, they often take a satellite phone since cellular towers don't reach where they are traveling. In these cases and others, often the only communications path that still gets through is Short Message Service (SMS). The Universal Connector can receive SMS messages for almost any type of event where other traditional communications fail.

A natural disaster victim or a hiker who finds himself in trouble in the deep woods can send an SMS message requesting help. It will generate a Panic Alarm in ManitouNEO along with GPS details. Refrigeration systems with a communications unit on board can send a notification if the temperature changes and fails to restore after a prescribed period of time. A backup

communicator can send an SMS message when the primary communication path is severed for any reason.

### 7. TCP CONNECTOR

The Transmission Control Protocol (TCP) connector is a great way to send things into ManitouNEO via the Internet. Some sites use it for PERS and GPS location data, and others are simply sending in XML Packets for an array of events to monitor.

The greatest thing about the UniversalConnector is that if something can be observed electronically, or if it can communicate information, ManitouNEO can make an alarm.

By automating transmissions with the UniversalConnector, you allow your employees to focus on critical alarms and provide a way to expand your service offerings. This not only saves your time, but your bottom line as well.



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