

Universal Monitoring



THE CUSTOMER

Universal Monitoring is a UL Listed Central Station which services both residential and commercial locations nationwide. The monitoring center uses Bold's Manitou alarm monitoring software with a variety of integrated solutions to meet even the most unique and challenging security needs.

Since 2006, Universal Monitoring has been a premier provider of signal monitoring services for video, intrusion, fire, and emergency systems. The monitoring center combines traditional alarms with video verification to minimize false dispatches and to deliver faster law enforcement response for verified alarms.

THE NEED

Universal Monitoring was recently faced with a critical infrastructure decision: the company's database servers were failing and in need of immediate replacement. The new hardware requirements could be purchased, installed, and updated with necessary data quickly; however, the investment for new equipment would be substantial.

Universal Monitoring determined that moving to Manitou Cloud services and hosting their alarm monitoring operations in Bold's UL Listed Data Center was a better decision for their business. This option provided minimal up-front costs, as the company already had the necessary infrastructure for phones

and internet, and Bold would provide the servers and other hardware requirements within its Data Center.

The typical transfer time from an on-premises Manitou platform to hosted within Manitou Cloud Services is 60-90 days, which caused the team at Universal Monitoring some concern. Although they were encouraged by the cost savings and benefits of moving to the Cloud, the existing servers were in critical condition and time was of the essence. The two companies committed to this project and worked together to expedite the implementation process and minimize potential risks.



THE SOLUTION

The project was reviewed by Bold, Universal Monitoring, and Bold's Cloud partners, OneTel and CSS to identify and avoid any potential delays. The teams began investigating the individual issues that could affect the project timeline, including:

- ☑ Universal Monitoring's database was too large to transfer across the firewall.
- ☑ The size of their database history was too large to replicate.
- ☑ The servers in Bold's Data Center were not compatible to receive signals from Universal Monitoring's on-premises AlarmNet 7810 receivers.

Rather than attempt to replicate the large database and risk data loss, the team used the backup and restore

process in Manitou. Universal Monitoring downloaded their database onto a portable drive, and sent it to Bold's Cloud Data Center, where it was uploaded into the Cloud servers. An activity sync was then conducted, and was small enough to transfer through the firewall.

A similar problem existed for replicating the database history to the backup server; even with only twelve months of data, the database was too large. The team replicated a single month, then completed a backup and restore to merge the remaining eleven. Through this process, all history and activity was transferred with all data integrity intact.

Porting the telephone line alarm traffic to the cloud receiver was to be the final phase of the project, so the next priority was transferring the alarm signals. The alarm

signals were received by Universal Monitoring's on-premises AlarmNet 7810 receiver. Universal Monitoring chose to purchase a license key for a Virtual AlarmNet 7810, which was installed in the Cloud data center to receive the signals. Bold then worked with our Cloud partner, CSS, to configure the Meraki Firewall and plug in the operator workstations. Universal Monitoring could receive their alarm signals before the telephone lines were ported, further preparing them should their servers fail before the project was completed.

“Working with the Bold team was a pleasure. They quickly resolved any issues that arose and we did not have any down time due to the transition, which was an important requirement for our customers.”

CINDY SMITH, UNIVERSAL MONITORING

THE RESULTS

The primary goal of this project was to bring Universal Monitoring onto Manitou Cloud Services in an expedited fashion, with the same seamless implementation and data transfer process that would occur with a project on the standard timeline. Bringing the customer's data into the Cloud servers became the primary focus for both the

Universal Monitoring and Bold teams. This allowed for the less critical components of the project to be completed at a later time. The transition of data to the Cloud servers was completed before the central station servers were compromised and the rest of the project was completed to the customer's satisfaction over the next several months.



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Learn how Manitou Cloud Services can benefit your organization today!