

The SIMS logo is rendered in a large, bold, dark blue sans-serif font. A registered trademark symbol (®) is positioned to the upper right of the letter 'S'. The background of the top half of the page is a faded, light gray image of server racks in a data center.

# SIMS®



An alarm monitoring software trusted by over 2,400 customers.

---

The SIMS® alarm monitoring software package is a great option for central stations looking for a system that is easy to install and navigate, but still offers plenty of features. Designed by industry professionals using real-world experience, SIMS includes features and shortcuts designed to simplify alarm handling.

## **BETTER ALARM HANDLING**

SIMS® is a Windows-based application that was completely designed to make alarm handling fast and easy. Everything needed for alarm handling can be found on one screen. The application includes features such as One-Click Temporary Schedules, Search Filtering for Accounts, Live Address Validation and Direct Access to Google Maps.

## **SIMPLIFIED DATA ENTRY**

Fast and accurate data entry is a must for any central station. With SIMS, zip code validation is built right into the software. Data entry staff simply type in the zip code and the city and state automatically populate.

## **STREAMLINED REPORTING**

Access to quality data is essential for any business in the security industry, and SIMS includes multiple standard reports as part of the core application. Users can easily generate and customize the reports. Reports can be run from anywhere within the application and, once generated, the report can be saved or emailed right from the screen the user is on.

## **BUILT-IN TICKET SYSTEM**

SIMS includes a built-in ticketing and work order system. Using this system, staff can easily create service work orders which can be sent automatically or scheduled and sent on a daily basis.

## BUILT AROUND ALARM HANDLING

It is easy to see why SIMS® is currently monitoring over 10 million subscribers from more than 2,400 locations worldwide. SIMS includes a host of options to exceed your expectations, including:

☑ **LIVE ADDRESS VALIDATION:** Type characters into the 'city' field and SIMS can automatically return a list of city names similar to what was typed. The application runs a phonetic search so even if a typo is made, the proper entry should appear.

☑ **DIRECT ACCESS TO GOOGLE MAPS:** Need to give directions to a guard or service technician? The operator and data entry screens provide information from Google Maps including directions, satellite images, and street-level photos.

☑ **DISASTER RECOVERY CENTER:** Nightly backups are included at no cost for customers on software maintenance. Backups are sent to the SIMS Disaster Recovery Center, and your data is encrypted and stored for safekeeping.

## WITH YOU EVERY STEP OF THE WAY

Our experienced team understands the importance of the security industry and will support you through the sales, installation, and support process.

**Technical Support** includes program updates and general assistance with the SIMS software. Technical support is available during standard office hours with after-hours support available for emergencies.

**On-Site Training** is available in your office or at the SIMS facility. We work with you to create a personalized training schedule.

**BoldU** is our online solution to keep learning available 24/7. Level 1 is a resource center with quick reference guides, how-to documents, and video tutorials which are available to all SIMS customers free of charge. Other tiers offer advanced learning at a subscription.

**SIMS Wiki** is available to all users on software maintenance and contains information about updates to the SIMS software as well as other information related to network and alarm industry products.

Bold Group has provided award-winning, trusted business solutions for the security industry for over three decades. Our core products, stages®, Manitou®, SIMS®, SedonaOffice®, and AlarmBiller® are the leading software choices for top security companies and dealers globally. To learn how to increase profitability and efficiency for your business with our full range of alarm monitoring and integrated financial management solutions, call or visit our website.

**BOLD**  
GROUP

800-255-BOLD  
[boldgroup.com](http://boldgroup.com)  
[boldsales@boldgroup.com](mailto:boldsales@boldgroup.com)