

# TruelnSight Remote Service

## eServices Solution Increases Customer Value



### Leveraging Technology and Innovation

As a longtime industry leader, Tyco Integrated Fire & Security continually invests in new technology that can improve life-safety protection and provide added value to our customers.

Our latest innovation is TruelnSight Remote Service, an Internet-based software platform that brings remote diagnostics to the fire alarm industry. TruelnSight provides our expert remote service technicians with an electronic window into the operation of your entire Simplex fire alarm system – 24 hours a day, 7 days a week. This game-changing technology, part of our suite of eServices solutions, strengthens our ability to meet your life-safety and property protection needs. At the same time, we can improve your customer experience and help you manage your systems and operations more efficiently.

### Simplification & Efficiency

- Responsive system oversight:** Using remote diagnostics, we notify you when there's a trouble condition on your fire alarm system. TruelnSight gives us valuable remote insight into the source of the problem – and there's no need for you to place a service request with our Service Resource Center.
- Quicker, more effective problem resolution:** With TruelnSight, our rate of resolving problems on the first visit to the

customer site is nearly 90%. That's because our certified TruelnSight remote technicians – the most knowledgeable in the Tyco Integrated Fire & Security organization – can drill into the diagnostic information to identify the source of the problem and make recommendations on the skills, parts and tools needed to resolve it.

- Less downtime, more operational continuity:** TruelnSight Remote Service helps avoid unnecessary interruptions to your operations. The remote diagnostics enable us to identify service issues that don't require an immediate onsite visit. We can then schedule a follow-up at a convenient time, or combine that service work with an already planned Tyco Integrated Fire & Security inspection.

- Predictive fire alarm service:** TruelnSight helps us take your service experience to another level. For example, we can identify specific smoke detectors that are "almost dirty." If not cleaned in the near term, these sensors will eventually reach a "dirty" stage and produce one or more troubles in your panel – most likely after working hours. By identifying "almost dirty" detectors in advance, we can help avoid costly, time-consuming nuisance alarms.

### Customer Benefits:

- Responsive system oversight:** Proactive contact when there's a trouble condition.
- Quick, effective problem resolution:** The first-time fix rate for TruelnSight customers is nearly 90%.
- Less system downtime:** Avoid unnecessary interruptions to your systems and operations.
- Predictive fire alarm service:** Identification of 'almost dirty' detectors can help avoid costly nuisance alarms.
- Off-site records storage:** Off-site archiving supports documentation and compliance efforts.
- Peace of mind:** Added confidence and comfort in knowing your system is in good hands.

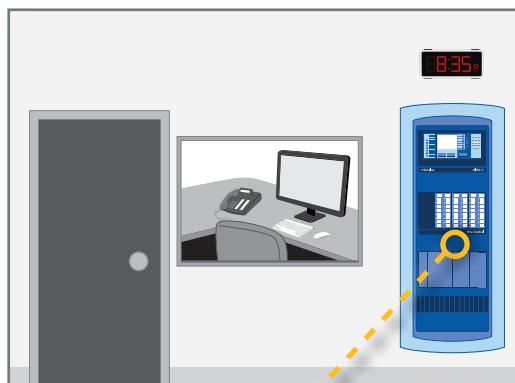
- Off-site records storage:** The TruelnSight platform archives all fire alarm system activity off-site for a full year, protecting your data and supporting your documentation and compliance efforts.
- Peace of mind:** TruelnSight gives you the peace of mind of knowing your system is in good hands – all day, every day.

### ***Delivering smart, customized solutions***

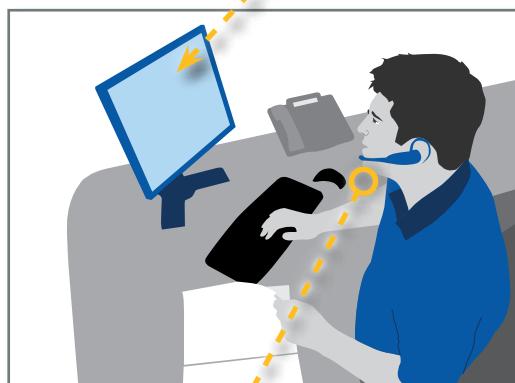
As a longtime leader in the fire protection, security and life-safety industry, Tyco Integrated Fire & Security serves over one million customers with best-in-class fire alarm, sprinkler, suppression, security, communications and nurse call systems and services. With our total solutions capabilities, Tyco Integrated Fire & Security stands out as a company that can deliver the right solution and take care of all your life-safety systems.

### ***We're here to help***

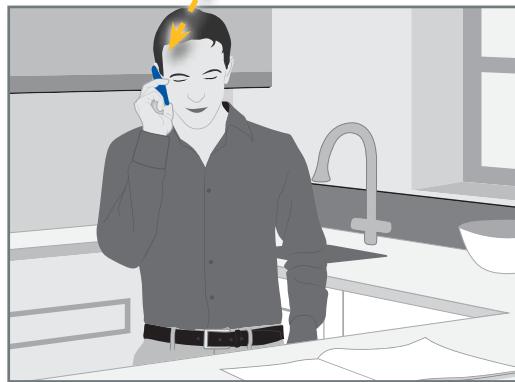
To learn more about TruelnSight Remote Service from Tyco Integrated Fire & Security, call us at **1-800-565-5400** or visit: [www.TycoIFS.ca](http://www.TycoIFS.ca).



TruelnSight enables remote diagnostics for Simplex ES fire alarm panels.



Expert TruelnSight Remote Service technicians are notified of system issues and upcoming maintenance needs such as almost dirty detectors.



TruelnSight enables us to proactively notify customers – even after hours – about what's happening with a Simplex ES fire alarm system.

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