



Monitoring Emergency Calls from a Third-Party Central Station

Security integration company Intertech Security needed a way to provide round-the-clock emergency response at its client site, the Pittsburgh Oratory. Intertech turned to emergency communications and notification company Metis Secure for an Emergency Help System that could be supervised from Intertech's security operations center.

The Pittsburgh Oratory is a large community organization and student gathering place in Pittsburgh's busy university district. Open every day from 7am to 10pm, it has many people and groups coming and going at virtually all hours. It does not employ security guards. Because of the Oratory's location and openness, security is a challenge.

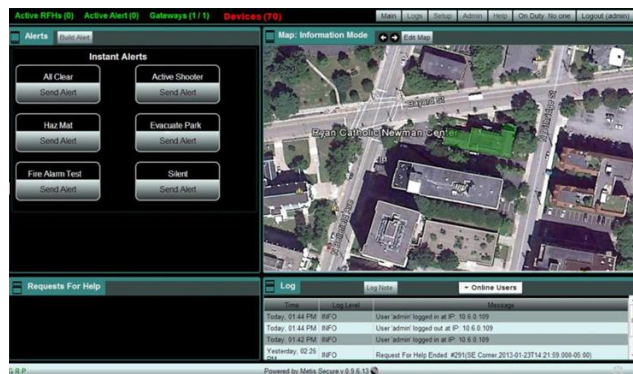
The Metis Secure Emergency Communications System

Metis Secure set up its easy-to-use Command Center software on a server at Intertech's global security operations center, and Intertech installed Metis Secure Emergency Help Stations at the Pittsburgh Oratory site. Now, if people need help at the Oratory, they can press the button on any Emergency Help Station to immediately speak with Intertech's operations center personnel in Johnstown PA, 65 miles away. The caller's location is transmitted automatically, so an operator can rapidly deploy help to the right place if needed.

With the Metis Secure system, our client has a reliable method of seeking help in an emergency situation via the link between the on-site units and our security operations center. We can respond to calls for help while knowing the exact location of the caller, and send emergency notifications to the units if needed. Our client can immediately request help where they need it, when they need it most.

The system was simple to install, and the software is powerful and easy to use. The system is also capable of integrating with video and access control systems as part of a comprehensive security system.

Matthew Petnuch
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Main Command Center Screen

Central Monitoring Station Software

When someone presses the Metis Secure Help Station button, a "Call for Help" alert sounds in the Central Station and an "Answer Call" window appears on the computer screen. The precise location of the caller appears on-screen, as well. Central Station personnel click the "Answer Call" button to immediately speak with the caller, quickly assess the situation, and deploy first responders if needed.

Beyond Emergency Calls

In addition to receiving calls, security operations center personnel can send emergency alerts and instructions to the Oratory when needed. Dispatchers can also remotely monitor the operational status of the system's endpoints. The system is easily expanded if client needs change—and it integrates with other security and life safety systems, such as video, access control, and hand-held radios, and other communications devices, such as IP phones, digital signs, computer screens, and many more.

About Desktop Alert