

YOUR MONITORING CENTER, UNLIMITED



ULTRA
by SoftGuard



Private Security Companies



Government Entities



Telcos and ISP



Condos and Gates Communities



Corporations and Retail Chains



Schools and Universities



Healthcare



Insurance Companies



Scan the QR code to learn more

Available on:



UNLIMITED GROWTH FOR YOUR SECURITY SERVICE

At SoftGuard, we understand the importance of unhindered growth for your security and monitoring service. That's why we are excited to introduce **ULTRA by SoftGuard**, our all-inclusive subscription that offers unrestricted access to our entire suite of modules, mobile apps, and after-sales services.



MAIN LICENSE

Digital key for your production server



ACCOUNTS

Unlimited monitoring accounts



BACKUP LICENSE

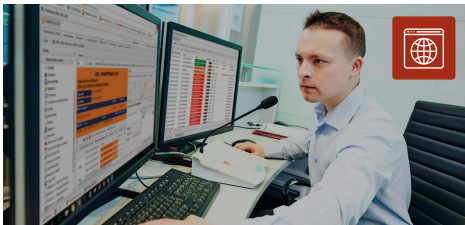
Digital key for your backup environment



OPERATORS

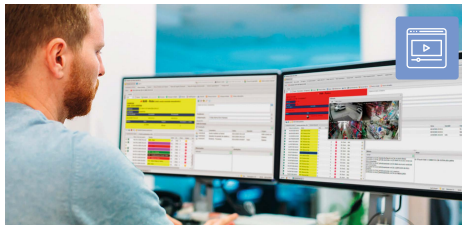
Unlimited operator stations for event management

SUITE OF MODULES



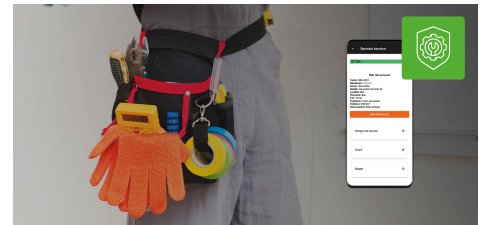
ALARM MONITORING

Our alarm event hub enables operators to efficiently manage incoming alarms from various channels. It displays pending and ongoing events, facilitates supervisor escalation, operator collaboration, phone calls, dispatches, and intelligent false alarm management.



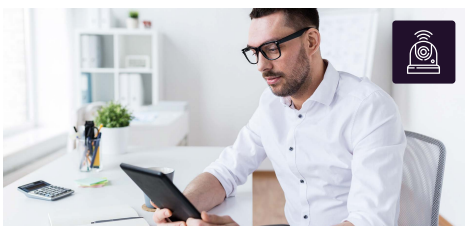
VIDEO VERIFICATION

Integrates real-time video and audio for alarm events or periodic verifications. Provides operators with situational awareness to make informed decisions, reduce false alarms, and respond rapidly to critical situations.



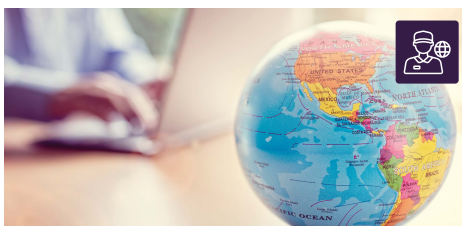
TECHNICAL SERVICE

Streamlines technical customer service, enabling efficient management of work orders and resource allocation. Track the real-time status of each request, assign technicians, vehicles, and materials, gain insights, and evaluate productivity.



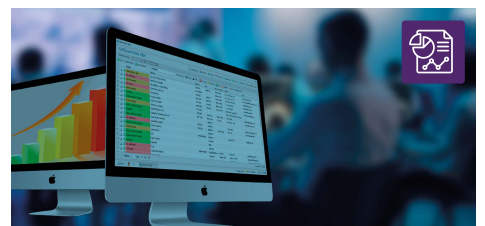
CLIENT WEB ACCESS

Empower your clients with information and control. This module provides access to vital account information, alarm system status, zones, and the latest alarm events, allowing you to offer autonomy and peace of mind to your clients.



DEALER WEB ACCESS

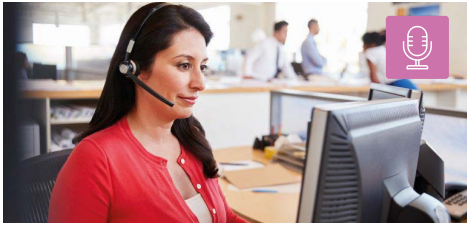
Position yourself as a wholesale and cloud service provider, serving a wide range of vertical markets such as government entities, gated communities, schools, telcos, insurance companies, and more. This module offers the flexibility to segment dealers' web access by account ranges, effectively reducing the operational load of your monitoring center.



WEB MANAGER

Obtain comprehensive insights into your monitoring system through an array of statistical graphs. Audit operator performance, monitor signal traffic, track alarms in progress and on hold, and manage active accounts, among other key metrics. With over 30 graphical options available, this solution offers a visual interface for easy data interpretation.

SUITE OF MODULES



LOGGER CALL RECORDING

Monitor operator performance during event management by recording all conversations. Ensure quality control and maintain a comprehensive communication history. Easily retrieve specific recordings by searching through date, time, caller ID, and operator details.



TRACKGUARD GPS TRACKING

With real-time tracking of GPS devices, you can easily view device locations on a map-based interface. Manage speeding, set up geofences, create routes, and access historical position reports for comprehensive monitoring.



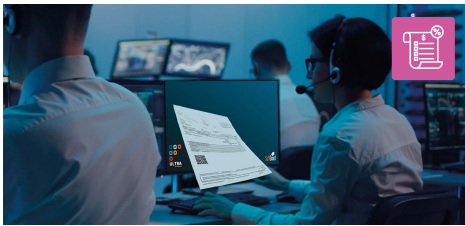
AUTHORITIES REPORT

Forward alarm events to the relevant authorities or secondary monitoring centers swiftly. Enhance collaboration with external entities, while staying in control of every action performed by remote operators.



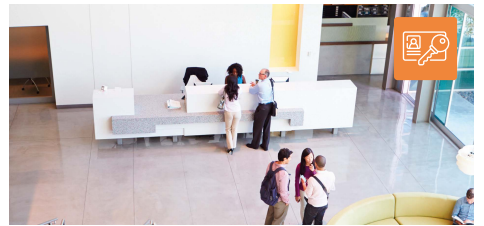
CRM

Efficiently manage sales leads, quotations, price lists, meetings, calls, and more. Create email marketing campaigns, send surveys, and easily track customer interactions, ensuring you capitalize on every opportunity.



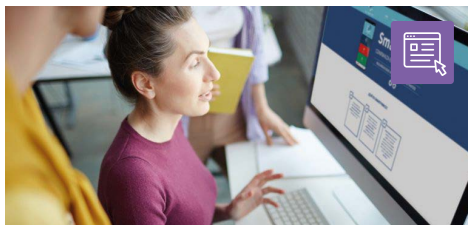
MONEYGUARD

Simplify your financial operations, handle client contracts, generate receipts, manage billing, and track collections. Our system automates invoice generation based on subscription types, adhering to predefined table rates and contract terms.



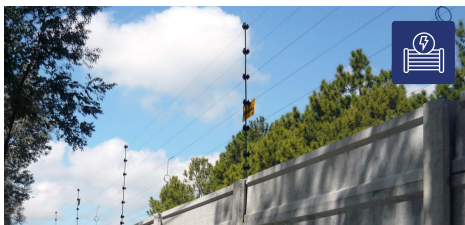
ACCESS CONTROL AND VISITOR MANAGEMENT

Facilitates access control and management of guests, deliveries, and service providers for each functional unit or apartment. Guests receive access invitations with QR codes, and on-duty personnel validate the invitation before allowing entry.



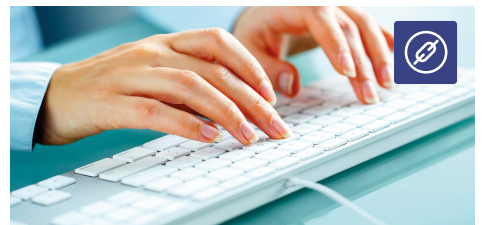
LANDING PAGE

Dedicated landing page branded with your logo and corporate colors to help you showcase the features, benefits and use cases of SmartPanics. It includes a registration form that automatically creates new users in the SmartPanics module for simplified sign-up.



FENCE MANAGER

Visualize the status of electric fences on an interactive map. Detect and address any faults in your fences easily. Stay informed about activations, alarms, power failures, panel status (open/closed), and other critical events.



URL LAUNCHER

Enables you to access external sites within the Web Monitoring module. With this functionality, operators can easily view a list of links, such as webmail or other web applications, without the need to switch between tabs or leave the monitoring system.

UNLIMITED MOBILE APPS

Safeguard thousands of users, wherever they may be, by leveraging smartphones and seizing the endless possibilities of today's dynamic technology landscape. Elevate your services, foster deeper connections, and experience unprecedented growth opportunities like never before.



SmartPanics prioritizes the safety and well-being of individuals. With just one tap, users access preventive and reactive security features, monitor cameras, check alarm systems, and care for family members—all in one app.



SmartPanics



VigiControl is an advanced guard tour system designed to enhance supervision of security personnel. It includes GPS location reporting, instant SOS and man-down alerts, notifications for checkpoint arrivals and departures, and robust incident reporting capabilities with support for images, videos, and audio.



VigiControl



TecGuard digitalizes work orders, streamlining the daily tasks for technicians and installers. It facilitates the efficient handling of new installations, preventive maintenance, and corrective services, while offering easy access to service information and customer details.



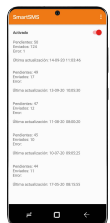
TecGuard



CleanApp revolutionizes cleaning staff management and enhances overall communication. Supervisors can personalize cleaning routes, track task completion, receive report notes with multimedia, and access a comprehensive digital record for easier auditing.



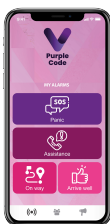
CleanApp



SmartSMS eliminates the frustrations of traditional SMS modems that may freeze or malfunction. With this app, you can easily keep your clients updated, connected, and engaged through text messages using just a smartphone.



SmartSMS



Purple code, is a communication platform that allows women to report gender violence acts towards public or private monitoring centers in an easy and quickly way with multiple control and management functions.



PurpleCode



MobileGuard was specifically designed for individuals who require the flexibility of managing alarms while on the move—whether outside their offices, during periods when their monitoring center is not staffed 24/7, when operators are processing signals remotely from home, or in response to any other operational challenges that require easy smartphone access for resolving alarm event management.



MobileGuard

TAILORED TO YOU: SIGNATURE CUSTOMIZATION FOR SMARTPANICS OR VIGICONTROL

Elevate your app's presence and carve out a distinctive identity in the competitive landscape of human monitoring apps with our Signature Customization Package. Crafted as an optional add-on to your Ultra subscription, this package offers a range of benefits designed to set your app apart and enhance its market exclusivity.



VigiControl



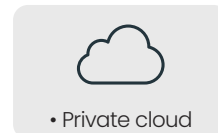
SmartPanics

- Personalize your app's name to reflect your brand.
- Stand out with a unique icon design on the app stores.
- Integrate your logo and background within the app.
- Customize button icons and colors.
- Showcase your organization as the app's developer.
- Access expert guidance for app registration on the stores.
- Enjoy exclusive integration with your monitoring center.

Available on:
▶ Android ▶ iPhone

Available on:
▶ Android

FLEXIBLE DEPLOYMENT OPTIONS



AFTER-SALES SERVICES

<p>REMOTE INSTALLATION AND CONFIGURATION</p>	<p>24X7 TECHNICAL SUPPORT</p>	<p>UNLIMITED TECHNICAL INQUIRIES</p>
<p>ALL UPDATES AND NEW RELEASE VERSIONS</p>	<p>HARDWARE AND PROTOCOL INTEGRATIONS*</p>	<p>MIGRATION OF PRE-EXISTING DATABASE**</p>
<p>PERSONALIZED LIVE TRAININGS</p>	<p>E-LEARNING COURSES AND MANUALS</p>	<p>ADMINISTRATOR CERTIFICATIONS</p>

*Integrations with widely recognized brands in the industry, utilized by the majority of our global users, are included at no extra charge.

**Additional fees apply for this service.

PLANS

INDIVIDUAL

- ✓ 1 SoftGuard License for Alarm Monitoring
- ✓ Main digital key
- ✓ Backup digital key
- ✓ Unlimited accounts
- ✓ Unlimited operator workstations
- ✓ Modules:
 - Alarm Monitoring
 - Video Verification
 - Technical Service
 - Client Web Access
 - Web Manager
 - Logger – Call Recording
 - TrackGuard
 - Authorities Report
 - CRM
 - MoneyGuard
 - Access Control & Visitor Management
 - Landing Page
 - Fence Manager
 - URL Launcher
- ✓ Unlimited mobile apps:
 - SmartPanics
 - VigiControl
 - TecGuard
 - CleanApp
 - SmartSMS
 - MobileGuard
 - Purple Code
 - CountrySafe
- ✓ Remote installation and configuration
- ✓ 24/7 technical support
- ✓ Unlimited technical inquiries
- ✓ All new release versions and upgrades
- ✓ Hardware and software integrations*
- ✓ Training:
 - SoftGuard TV
 - Live training sessions after deployment
 - Unlimited access to exclusive e-learning courses and manuals
 - Unlimited Administrator Certification courses

MULTIPLE

Includes all the features of the INDIVIDUAL plan plus the Dealer Web Access module for wholesale monitoring services. This empowers you to extend your reach to diverse vertical markets including system integrators, government agencies, gated communities, universities, insurance companies, telecommunications and internet service providers, healthcare facilities, and more.

Dealer Web Access enables your dealers to efficiently manage their own account ranges, thereby alleviating operational burdens on your monitoring center. Tasks such as registration, modification, and deregistration of assigned accounts, as well as round-the-clock event management, can be seamlessly performed through remote operation terminals connected to your cloud platform.