

Corporate Profile



Rapid Response Monitoring

Founded in 1992, the company dedicated itself to providing the finest technologies; the best qualified and most extensively trained personnel; and comprehensive, account-dedicated customer services, all at the very highest levels of performance. In doing so, we knew that if we could effectively position our dealers for success, we would be successful, as well.

Today, Rapid Response is an industry leader devoted exclusively to alarm processing and monitoring.

Rapid Response Operations, an ultra-modern 40,000-square-foot facility with multi-redundant technologies in power, telecommunications, networking and processing — essentially a monitoring station within a monitoring station within a monitoring station within a monitoring station, maintains UL and Factory Mutual certifications.

Broad Market Reach and Support Is Provided by Rapid Response through an extensive array of advanced technology and service products in security, fire, medical, PERS & surveillance utilizing the most reliable transmission systems in IP, wireless and mesh networking. Technologies also include two-way voice, video and GPS.

Rapid Response Monitoring Is Now Driven by stages™ Version RRMX 3.0 ... a unique implementation of the most advanced alarm processing platform in the industry, and it is fully integrated with our *Incredible Connectivity™* services providing our dealers extensive account management control:

- RapidLink3k™* ... linked SQL account database
- RapidWeb3k™* ... remote account management on any Internet-capable device
- RapidApp3k* ... for iPhone®, iPad®, and all Android devices: on-demand access in the field
- EON Tech Center™* ... direct account status changes
- Auto Notification services* via SMS, E-mail and fax
- Dealer Answering service*

Account-Dedicated Support through assigned headquarters and regional Dealer Support Representatives,



Technical Support Specialists, and our Signal Analysis and Reporting Team means our dealers are never alone in providing advanced services throughout the nation and internationally.

Rapid Response Employees are the most highly qualified professional personnel in electronic security monitoring.

We require a minimum of an Associates Degree, two years of college toward a Bachelors Degree or two years of military service. Pre-employment screening and background checks are mandatory. Technical Support Specialists all have a minimum of 25 years experience in the industry.

Our intensive six-week SIA-Certified training program is the most stringent in the industry. Specialists gain 'hands-on' experience with a certified mentor following in-classroom training. Ongoing training, policy and procedure reviews and performance enhancement workshops are augmented by our Quality Assurance and Leadership Development programs for consistently excellent service.

LifeSafety Monitoring, a division dedicated to medical and PERS monitoring, is staffed entirely by EMT certified operators.

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