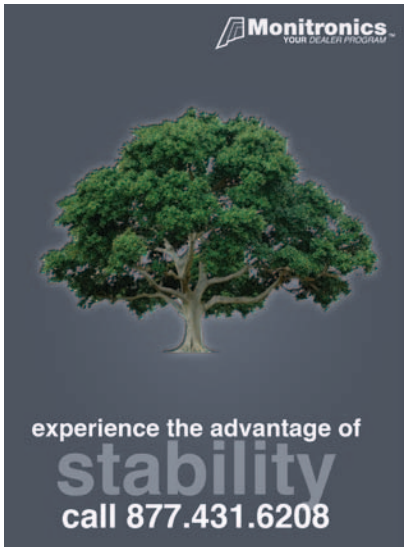
How to Find the Right Monitoring Partner

Monitronics™
YOUR DEALER PROGRAM

To build a thriving business, security dealers must partner with a monitoring company that provides support and keeps ahead of the industry. Although there are many factors to seek out when looking for a monitoring partner, it's important to consider these four main qualities: a focus on excellent customer service, fast response times, ease of installation, and easy integration to the central station.



Customer Service

Monitronics International, one of the nation's largest, fastest-growing alarm monitoring companies, is Five Diamond Certified by the Central Station Alarm Association. The CSAA is a trade organization that ranks monitoring companies' central stations to help dealers (and customers) make the right choice. The Five Diamond Certification is an important achievement. In fact, more than 5,000 companies have *not* achieved the Five Diamond Certified title.

Response Times

Quality monitoring companies also make the effort to minimize emergency response times. Monitronics is the first monitoring company to track and share its average response time, which is just 22.1 seconds. This figure is a strong selling point to customers, who often ask how long it will take before help is on its way during an emergency.

In its most recent effort to reduce response times, Monitronics is also taking part in a prestigious program known as Automated Secure Alarm Protocol. Monitronics is the largest central station chosen for the ASAP pilot program, which has three important goals that could save lives: reduce the number of telephone calls in emergencies, eliminate miscommunication, and reduce processing and response time. By transmitting emergency data electronically, Monitronics is able to speed up response times even more.

Ease of Installation

The technology you choose to offer will have a big impact on the success of your business. You'll want a partner that provides industry-leading technology that will satisfy your customers and simplify sales, service, and installation for you.

Monitronics' vendors include Interlogix, Honeywell, 2Gig, DSC and Alarm.com, allowing dealers to offer technology that suits every customer — from gadget lovers who want interactive services to elderly homeowners who need two-way voice.

Central Station Integration

Finally, a monitoring partner should provide simple, seamless integration to the central station. Customer data should be fully integrated from the dealer to the central station, so the customer experiences fast, straightforward, and professional emergency response and customer service.

Seamless integration benefits the dealer as well. Real-time account management, for example, should be a top priority.

Keep in mind that the whole point of partnering with a monitoring company is to make your own business more successful. So look for one like Monitronics, which supports every angle of your business.

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WE'RE FLEXIBLE

A little flexibility isn't too much to ask. With Monitronics, you can enjoy as much as you need. Choose your own identity, whether it's under us, as our partner, or as your own man. Experience freedom of choice. Align with the partner and products that fit you; GE/Interlogix, 2gig or Honeywell. Interactive services from Total Connect to Alarm.com. Custom-size your billing, collections, account ownership, two-way voice, and whisper tones, and select your own product offerings, RMR ranges and branding techniques.

Join a dealer program with one of the strongest, fastest-growing monitoring companies in the world. And maintain the flexibility to run your business the way you want.

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