Your Trusted Life Safety and Security Advisor

COMCARE
Managed Services

Planned

Detection

Monito...

Alarming & Evacuation

Extinguishing

Danger Management

Managed

COMMUNICATION
— COMPANY —

Protecting lives. Securing futures.

COMMUNICATION
C O M P A N Y

COMPLETE SAFETY & SECURITY SUPPORT

Communication Company is a full systems integration provider. We have been designing, installing and servicing communications systems since 1976. We offer best-in-class life safety, security, audio-visual, and communication systems from the top brands, including Rauland Borg Ametek, Siemens, Harman Kardon, DSX, Sony, Sharp, and many others.
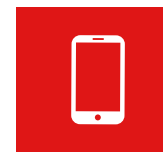
Emergency Response

Security Surveillance

Nurse Call, RTLS

Messenger, Emergency Communications

Wireless Telepathy

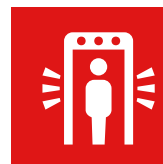Paging, Intercoms, Notification

EMR Integration

Interactive Display, Conference Management

COVID-19 Response

Metal Detectors, Violence Mitigation

Access Control, Clocks

Audio, Visual, Conferencing

Fire Alarms, Extinguishers, Inspections

LET COMCARE PROVIDE DAILY ASSURANCE

Communication Company has the expertise to handle every aspect of design, installation, testing and inspection for your life safety and security systems. Let us design and manage your fire alarms, sprinklers, security, monitoring, access, nurse call, and AV systems. We have something for every organization specializing in healthcare, education, commercial, industrial, government and entertainment sectors.
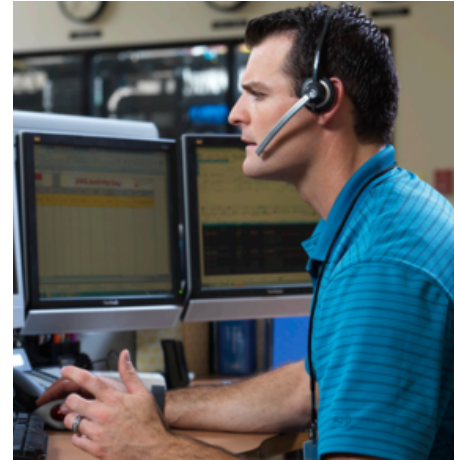
Advantages of a ComCare Managed Service Agreement

Your team likely has little time and expertise to maintain the schedules required to regularly monitor, test, and update your critical life safety and security systems. Our certified team is here to help.

ComCare Managed Services Ensures The Latest Technology With A Budget

We will keep your technology maintenance and licenses up to date, maximizing your technology life cycles.

Our proprietary model allows us to set a reliable budget based on the time required to monitor and complete critical updates to your technology infrastructure routinely. Our expertise can provide priority service response, training, testing, and monitoring with less time and hassle than what would be required of your team.

Let Us Help You

- Maximize technology

- Respond to priority system issues and changes

- Upgrade systems

- Manage budgets

- Train your team

- Routinely test and inspect systems

- Manage warranties

TWO LEVELS OF MANAGED SERVICES
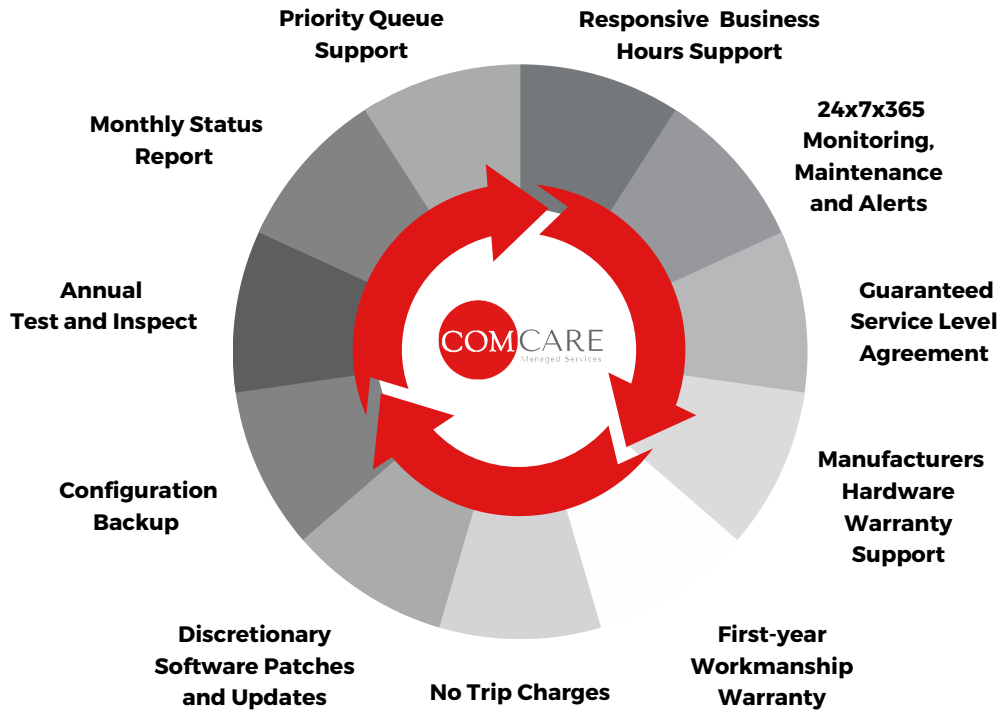
COMCARE
Managed Services

COMCARE BASIC

The ComCare Basic provides our spec warranty protection for labor and equipment after installation for a maximum of one year. This guarantees the quality of our workmanship, ensuring the solution was installed per manufacturer requirements or best practices, equal to the manufacturer's warranty.

COMCARE SELECT

ComCare Select provides support and monitoring of solutions during normal business hours. Our team will receive alerts and respond to resolve issues either remotely or onsite as required. Select clients will have priority queue and service level agreements for necessary updates, annual tests and inspects to ensure all systems are functioning.

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HOW COMCARE SELECT WORKS

Priority Queue
Support

Responsive Business
Hours Support

Monthly Status
Report

24x7x365
Monitoring,
Maintenance
and Alerts

Annual
Test and Inspect

COMCARE
Managed Services

Guaranteed
Service Level
Agreement

Configuration
Backup

Manufacturers
Hardware
Warranty
Support

Discretionary
Software Patches
and Updates

No Trip Charges

First-year
Workmanship
Warranty

Full Circle Assurance

Communication Company offers two levels of managed services to oversee your alarm and system monitoring, maintenance, and annual test and inspect support of our professionally engineered systems design and installation.

ComCare Managed Services ComCare services can be provided for any core system we provide.	ComCare Basic	ComCare Select
Manufacturers hardware warranty (labor not included)	●	●
First-year workmanship warranty	●	●
Standard business hours support (remote, onsite)		●
24x7x365 System monitoring, maintenance, and alerting		●
Guaranteed service level agreement (SLA)		●
Priority queue for support, quotations		●
Discretionary software patches and updates		●
No trip charge		●
Configuration backup		●
Monthly status report		●
Annual test and inspect		●

ComCare+ Options For additional subscription fees, you can expand your level of ComCare service.	ComCare Select
Software license*	Optional add-on
Upgrade software testing*	Optional add-on
Scheduled firmware and software upgrades and testing*	Optional add-on
Premium remote and onsite support 24x7x365	Optional add-on
Hosting services	Optional add-on
Platform as a Service (PaaS)	Optional add-on
Only these three items are included in our standard SMAs (Software Maintenance Agreements)	

COMCARE SELECT

Priority Queue Support
If issues arise, you will be prioritized and queued for remote and onsite customer service as a Select subscriber.

Responsive Business Hours Support
Select clients receive standard business hour labor support and manufacturer's equipment warranty onsite or remotely as required.

24x7x365 Monitoring and Alerts
Our team will receive all alerts and monitoring reports to assess and execute proper responses and to ensure systems are properly functioning.

Guaranteed Service Level Agreement
ComCare Select clients receive our Service Level Agreement (SLA) response time guarantee based on critical, high, standard, and low priority levels.

Manufacturers Hardware Warranty Support
We uphold and implement needed repairs under our manufacturer's hardware warranty. Hardware and parts fees will apply once the warranty has expired.

First-year Workmanship Warranty
The ComCare Select subscription proactively executes your first-year warranty to ensure all installations are accurate and meet manufacturer specifications to prolong your system's life.

No Trip Charges
Any repairs not handled remotely will not be charged for travel to your site.

Discretionary Software Patches and Updates
We will make any necessary updates, so your systems are within two years of each manufacturer's current software version.
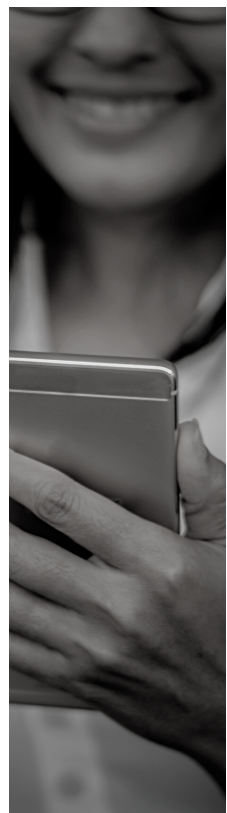
Configuration Backup
System configuration will be documented and backed up for any quick recoveries needed.

Annual Test and Inspect
Each year, your contracted systems will be tested and inspected once under ConCare Select.

Monthly Status Report
You will receive monthly reports showing the functioning status of your contracted systems.

COMCARE+ OPTIONS

The following services can be factored into your subscription fee to meet your additional needs beyond the ComCare Select package services.

Software Licenses

Keep your technology up to date by ensuring new and existing users' software licenses are upgraded and secure per the technical assistance required.

Software Upgrade Testing

While initial software will be tested upon installation, new technology upgrades and integrations will require maintenance with the proper and timely technical assistance.

Enhanced Firmware and Software Upgrades

Based on your unique system requirements, we will ensure that enhanced applicable updates are operating software, firmware, and chipsets.

Premium Remote and Onsite Support 24x7x365

For clients who have chosen ComCare Select, an optional 24/7 service extends the monitoring and support of their environment outside of normal business hours. We will monitor and dispatch after-hours, weekends, and holidays to ensure services are restored.

Hosting Services

Hosting service centralizes your system management applications in a tier two data center, ensuring that applications will always be secured, backed up, and available. Authorized users will also be able to manage multiple facilities and services with a single connection.

Platform as a Service

Platform as a Service (PaaS) removes the capital cost of a solution and turns it into a monthly expense. We will monitor and support the platform throughout the life of the service. All equipment and installation labor will be turned into an initial down payment and monthly cost. The monthly cost will remain stable throughout the agreement unless additions or expansions are necessary.
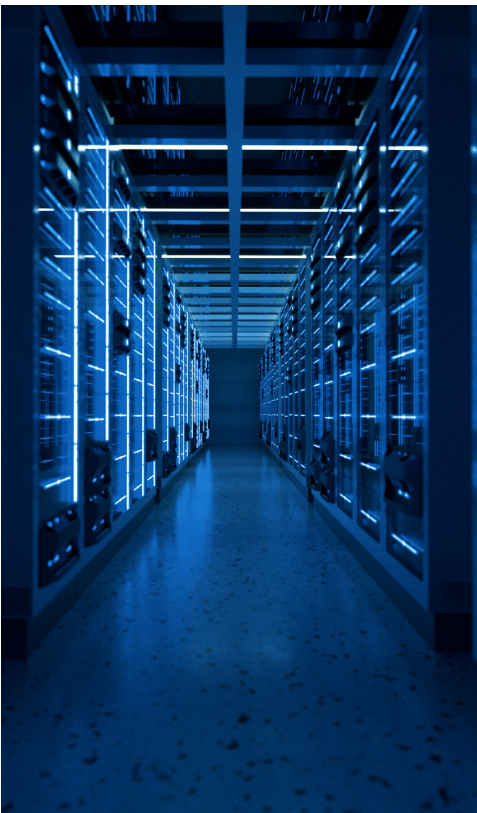
OUR CORE SYSTEMS & SERVICES

"We are your complete life safety and security systems integrator and trusted advisor."

COMCARE
Managed Services

ComCare Select services can be applied to any of our core systems services and implementations represented on the following pages. Contact your Communication Company account manager to learn more.

SAFETY & SECURITY SERVICES

Communication Company is a Siemens-certified provider with the expertise to handle every aspect of design, installation, testing, and inspection for your life safety and security systems.

Software Maintenace Agreements (SMAs)

We will maintain testing, patches, and scheduled software and firmware upgrades to your systems per manufacturer requirements.

Software Seat Licenses

Included in our SMAs and at the manufacturer's suggested retail price, we will monitor and maintain your software seat licenses for your life safety and security systems such as nurse call, door access, cameras, and alarms.

Alarm Monitoring Service

To provide you with a greater level of protection, a UL and Factory Mutual Certified facility supports our Central Station Monitoring service. Our professional operators are trained to identify incoming fire and intrusion alarms and notify the appropriate authorities and responsible individuals needed for response. Our redundant, accurate, and responsive monitoring center is on the job when you can't be.

Testing and Inspection

We provide NFPA code conformance testing and inspections to any fire alarm system, including smoke detectors, sprinkler systems, 24/7 emergency, and fire pumps, with detailed NFPA72 reports. Other systems requiring testing and inspection include nurse call, access control, CCTV surveillance, audiovisual, intercom and public announcement, and large events audio equipment. We have fully NICET-certified, factory-trained, and union technicians servicing your systems.

Fire Extinguisher Full Service

ComCare coverage of fire extinguishers includes most services you would need to perform that are required by NFPA and your local fire marshal in one easy budgeable payment. We'll come to your location to perform a 13-point inspection, exchange any device with deficiencies, install a new tamper seal, and certify your fire extinguishers with a dated and punched inspection tag good for 12 months.

SIEMENS
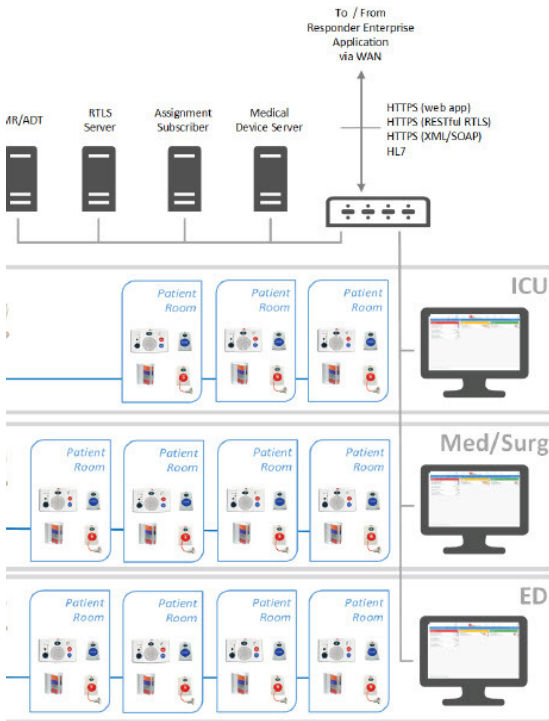
STRUCTURED SECURITY SOLUTIONS

CCTV & Video Surveillance

Security systems help protect your staff, customers, and buildings. We partner with leading manufacturers to offer diverse systems and products that provide:

- Seamless integration with existing technology
- Continuous real-time video monitoring
- Active shooter detection
- Automated emergency alerts
- Smartphone and tablet video integration
- Scalable platform and open architecture

Door Access Controls

You can secure your facilities with a fully-integrated door access control system. Depending on your needs, you can select from a range of product features, including:

- Scalable access control for any requirements
- Video surveillance integration
- Intrusion detection
- Cloud-based software
- Mobile command center
- Microsoft Access™ and SQL Server™ editions
- Remote management of multiple buildings

Intercom & Paging Solutions

Realize the power of an enterprise platform with the simplicity of a single system, no annual phone licensing fees, no proprietary servers, and no need to train your staff on multiple systems.

- Peer-to-peer IP video intercom with SIP capability
- Voice over IP interface (VoIP) paging
- Emergency communication systems

MASS COMMUNICATION SOLUTIONS

Nurse Call Solutions

Responder Enterprise is built to continually evolve with technology and provide ways for teams to connect organically within their daily workflow to improve communication, efficiency, and of course, patient care.

- In-room digital control center
- Mobile integration
- Real-time Location System
- Scalable design

### Automated Conferencing & Interactive Displays

Perfect for classrooms, board rooms, conference rooms, and other areas of your facility, our integrated systems offer simplified installation, practical features, streamlined maintenance, and scalability for future expansion.

- Video conferencing
- Smart room control
- Room scheduling
- Interactive whiteboards
- Wireless presentation capability

Audio Systems

We'll work with you to design and implement interactive exhibits, distribute live or produced content, and manage resources centrally or remotely on your network so you can ensure the best possible experience for your audiences.

- Wireless and wired microphones and accessories
- Surround sound systems
- Portable PA systems
- Indoor/outdoor loudspeakers
- Wireless and wired Bluetooth speakers
- Android & iOS headphones
- Meeting and conference room AV
- Computer audio systems
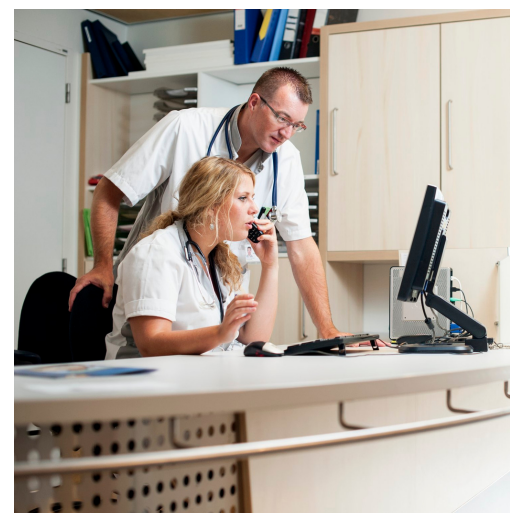
Your Trusted Life Safety and Security Advisor

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Industries Served

Healthcare

Education

Government

Commercial Industrial

Entertainment

"We promise to provide you a scalable architecture that addresses critical communication issues by providing a security foundation that supports and improves the way safety is delivered and managed in your environment."

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Protecting lives. Securing futures.