

iwatch^{UK}

Welcome to iWatch

iWatch UK Ltd has been established to raise the levels of service and professionalism within the UK monitoring market. We fully endorse the BS 8418 standard that has been created to make a tangible difference to the delivery of service to you, our customer.

- We are a privately owned company with over 20 years monitoring experience.
- We operate across the UK, Ireland and mainland Europe.
- We have developed a 2 million Euro facility within City West Dublin, including our own dedicated back station linked by Fibre optic.
- We can provide a complete and unique “one stop” solution to monitoring that we call “e2e”, more details are in our service section.

Our Values

Service Performance

iWatch UK are the team that will deliver a high standard of service in meeting performance objectives, incorporating continuous improvement processes.

Honesty

At every level we will speak openly and directly to ensure the customer is satisfied with the resolution of issues.

Empowerment:

Our staff will be provided with training to ensure that they can deliver the high level of service iWatch UK pride themselves on.

Integrity

Our business partners are an important part of our delivery process and therefore all our partners operate the same level of integrity between customers and partners alike.

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If necessary, the controller can stay in contact with the key-holder and arrange to have the police or fire services attend the scene.

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CCTV Monitoring

The iWatch UK Monitoring Centre is equipped to receive video signals from remote locations by land-line or GSM.

It is possible for us to dial into the CCTV System at a customer's location, and to view and record the images that are transmitted back to the Monitoring Centre.

In addition, when linked to the customer's alarm system, the customer's CCTV System may automatically transmit signals to the Monitoring Centre in the event of a break-in, thereby recording the events securely.

Radio & GSM

The iWatch UK radio and GSM network service is totally dedicated. Everyone is aware of the necessity to have a burglar alarm. Many premises also have a back up radio system, which is a guaranteed method of ensuring that your signal gets through to our station.

We have our own dedicated radio and GSM networks and these ensure that you are not dependant on wires to get your signal through to us.

Keyholding

The iWatch UK Keyholding service is a vital issue for all commercial premises following the recent new police policy on responding to activations. This policy could have many knock on effects, the main one being the danger that some insurances might be cancelled due to the fact that the alarm has been taken off response.

We can ensure that this doesn't happen by taking the keyholding duties away from you. We will respond on your behalf and call in the police only when necessary.

We will check out your premises, then re-set the alarm.

Services

"e2e"	Water / utility monitoring
CCTV monitoring	IP cameras
Alarm monitoring	Broadband / wireless comms
Remote access control	Personal attack assistance
Lone worker solutions	Camera patrols
Key-holding	Remote entry/exit control
Rapid alarm response	Remote gate/barrier control
Data hosting	Remote set/unset of system
Open / Close Monitoring	Video copy of incidents

How It Works - e2e

We recognise that there are many elements required when installing a professional monitoring solution. In many cases it is left up to the security systems provider or indeed the end user customer to organise and arrange the support services required to deliver a solution.

This process takes you away from what you do best into an area unfamiliar to most. Organising broadband communications or dealing with an IT department all becomes quite daunting and time consuming. Also, once the installation is completed you are generally left with many different points of contact.

When something goes wrong or you just need some information regarding your systems who do you call?

Simply put, "e2e" stands for end to end CCTV monitoring solution. It has been devised to enable the customer to have one point of contact.

We take responsibility for the integration of services necessary to deliver a first class BS 8418 standards monitoring solution. Our dedicated team will take care of everything and you only have to pay one fee to one supplier.

The Central Station

iWatch UK utilises a purpose-built central station at the National Digital Park in Citywest in Dublin 24. The central station consists of two complementary facilities:

- Closed Circuit Television (CCTV) monitoring
- Alarm Monitoring Centre

We employ a team of highly skilled and trained operators, with an exceptional range of experience available 24/7/365.

The Citywest facility is equipped to the latest technological and security standards. In addition to ensure support back up the facility has service contracts with two large telecommunications providers in order to provide continuity of service to the level of BS 5979, BS 8418 code of practice and BSI ISO 9002 certification.

We operate an integrated software platform that provides a wealth of information regarding the events of all sites allowing us to report accurately on all incidents.

In the unlikely event of a failure at the main control station site there is a business continuity facility in the heart of the city. We have two suppliers of Broadband using UPS and generator back up systems in place.



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BS 8414 & BS 5979