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MOSAIC REMOTE MONITORING SYSTEM INTRODUCTION

Managing fire alarm systems can be challenging for facility managers particularly managing more than one building in a campus, city-wide, or regional environment. Each fire alarm control unit in your premises represents a discrete set of alarms, alerts, and history event records. Each may require a different response process when there's an issue.

Remote monitoring with **Teknim Mosaic Platform** has been developed to address these challenges by providing greater visibility and control. This white paper explains the problems that remote monitoring solves, how it solves, and the benefits you can expect from remote monitoring.

What challenges do you experience without Remote Monitoring?

Excessive time demands: Every time an issue occurs with a fire control unit, or you seek timely information about a particular system, an authorized person must physically go from building to building in question to get answers. This means a considerable amount of time lost over a wide area.

On-site expertise shortages: It can be annoying to try to diagnose a problem over the phone with an inexperienced person present when you do not have a trained safety system operator on hand to handle an issue.

Unnecessary site visits: When you're away from your facilities and a problem occurs, to be safe and certain, you have to make an on-site visit, but it may be a minor issue that did not require your immediate attention; your time was wasted for no reason.
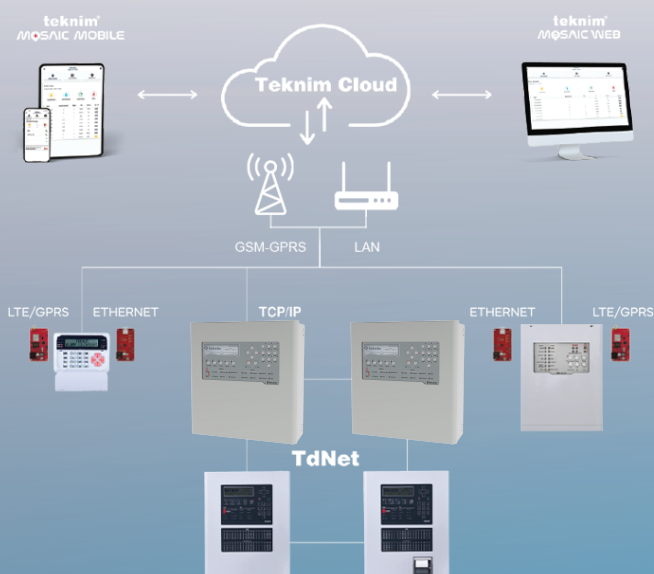
Greater difficulty managing maintenance and service: All life safety systems require regular maintenance and service. The more fire control units in your environment, the harder it is to track and manage each system's maintenance history. This makes it more challenging to schedule maintenance efficiently and avoid disruption.

Remote monitoring can eliminate these difficulties, giving you greater visibility and control and simplifying your life.

What is a remote monitoring solution?

A remote monitoring solution is an Internet Protocol (IP)-based system that accesses information from each fire control unit and sends it to a secure cloud storage system. From there, the information can be sent to a central monitoring station and also made available to one or more users via the internet through a web browser or mobile device. This makes just about all the information within the connected control units - including alarms, troubles, maintenance alerts and system logs accessible essentially anytime and anywhere.

CCTV Integration
*Real-time monitoring and control

Mobile Application
*Mobile application   *Event history
*Command sending   *Configuration

Notifications
*Pop-up on the map
*Central Monitoring Station (CMS)

Wireless Fire Alarm
*Conventional wireless fire alarm
*Addressable wireless fire alarm

Addressable Fire Alarm
*TFP-1XXX and TFP-2XXX series panels

Conventional Fire Alarm
*TFP-312X series panels

Intrusion Alarm
*Teknim Pars series

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How remote monitoring works?

A gateway installed in each fire alarm control unit transmits data via a Local Area Network (LAN) or wireless cellular network (GPRS) to the cloud.

• A securely managed cloud database collects and hosts all incoming data. Multi-tier access control allows users to access and manage their systems, whether it's a single unit in a single building or multiple units spread across multiple campuses.

• A web-based dashboard receives real-time events from the cloud via the internet, displays it for users, and provides the capability to search historical events and view reports and logs for each control unit.

• Teknim Mosaic mobile application also offers users the opportunity to perform all these operations on their mobile devices without being connected to any desktop device.

Conclusion: Remote monitoring solutions offer facility managers a range of benefits that provide advanced visibility and control as follows:

• **Easy monitoring and management of multiple locations:** With a remote monitoring solution, information from all of your system control units in every building, across campuses and multiple locations, is always within easy reach. You gain total visibility—and you can grant access to your service providers as well.

• **Improve service efficiency and quality:** Being able to access each control unit and view logs allows you to schedule maintenance in a way that minimizes disruption and maximizes efficiency. Remote access also allows remote engineers to view important data and help field technicians to correct problems.

Enjoy better safety and emergency response: Through the use of a mobile app and push notifications, a remote monitoring solution gets critical information to you wherever you are, enabling a faster, more appropriate response.

Get easy access to information and reports: At any time, you can connect to each fire alarm control unit's data via the web user interface to access your system status and review all logs.

Save time and improve productivity: With detailed information at your fingertips anytime, anywhere, you no longer need to waste time travelling to each building to check the system when an event occurs or to review system logs.

Gain peace of mind: With improved visibility and control, you no longer have to worry about all the "what-ifs."

Integrating with monitoring devices: IP cameras of any brand can be easily added to the system. All authorized users or operators added to the system can access the desired location of the camera(s) in case of fire and get a live feed of the camera.

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