



The New Generation Has Arrived...

Network and Web-Based Office Productivity Software For Security Professionals

Z-Micro Technologies

[www.z-microtech.com](http://www.z-microtech.com)

# Alarm SQL

Customer Database | Billing | Service Management | Scheduling | Inventory Control | Customer Relations



A mission-critical CRM system for security professionals, Alarm SQL is the foundation which thousands of dealers entrust every day to handle their vital customer transactions.

### *Customer Management*

- Recurring Charges
- Equipment Installed
- Zones
- Emergency Contacts
- Signal History
- Service History
- Invoice History
- Support Notes
- Documents Cataloging

### *Invoicing*

- Powerful Recurring Billing
- Print|Email|Credit Card|EFT
- Prorating
- Service & Installation Billing
- Multi-Account (Dealer) Billing
- Detailed Service Descriptions
- Copy From Master Invoices
- Financial Reporting
- Inventory Tracking

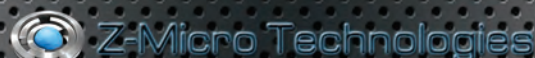
### *Service Management*

- Service/Installation Tickets
- Technician Scheduling
- Appointment Calendar
- Recurring Service Reminders
- Invoice Directly From Tickets
- Technician Timecards
- Labor Rate Calculations
- Service Contract Attachments
- Parts Serviced/Installed List

### *Additional Highlights*

- Reliable SQL Technology
- TechWeb Integration
- ClientWeb Integration
- Inventory w/Purchase Orders
- Extensive Reporting
- Security Access Levels
- User Audit Logging
- Built-In Remote Access
- Pay-As-You-Grow Pricing

For detailed information on Alarm SQL including evaluation downloads and video tours visit [www.z-microtech.com](http://www.z-microtech.com)

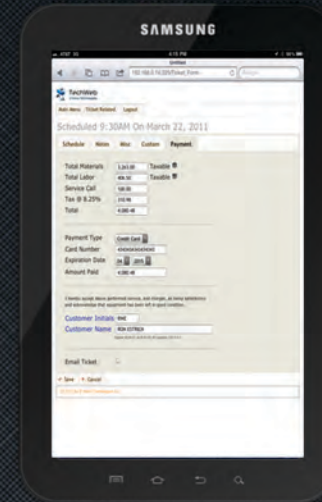


Solutions For A New Generation Of Security Professionals



Wireless Mobile Field Service For Alarm SQL

iPad | iPhone | Android | Honeycomb | Blackberry Tablet | Windows Mobile | Mac | PC



An essential tool for Executives and Field Technicians alike, TechWeb provides the freedom of mobile access to your customer records, service tickets, appointments, account history and nearly all of your Alarm SQL data from virtually any touch-based tablet or phone\*

Highlights

Detailed Customer Records
Invoice History
Service History
Customer Document View
Recurring Charges
Installed Equipment
Zones and Signal History
Emergency Contacts
Insurance Certificate Info

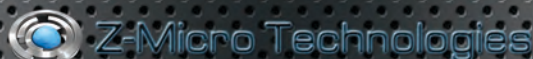
Create/Modify ServiceTickets
Calculate Labor From Timecards
Billable Charges Section
Digital Signature Capture
Email Completed Ticket
Track Technician Time
Googlemaps Integration
Installed/Serviced Items List
Appointment Calendar

Inventory Lookup/Tracking
Create/Email Purchase Orders
Stock By Location
Perform Physical Inventory
Inventory Document View
Rolodex Lists
Knowledgebase Section
Sort/Search On List Columns
One-Tap Dialing On Phones

Security Access Levels
Secure Log In
Add/Modify/Delete Levels
Fast 3G|4G|Wi-Fi Access
Integrates With Alarm SQL
Customizable Fonts/Colors
Mac and PC Compatible Also
One-Time Licensing Or Monthly Subscription Plan

For detailed information and pricing on TechWeb including a live demo and video tours visit www.z-microtech.com

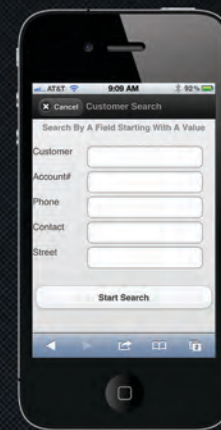
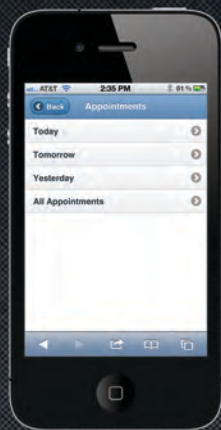
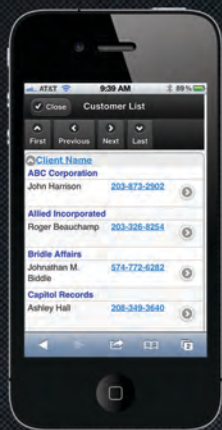
\* Requires a web-browser with javascript capabilities (already supported by most tablets and phones) and a static IP on server. 480x320 min screen



Solutions For A New Generation Of Security Professionals



View Alarm SQL Contacts, Inventory and Appointments On Your Smartphone  
 iPhone | Android | Windows Mobile



Designed specifically for touchscreen smartphones, AlarmDex offers fast access to a wide variety of contact information stored in your Alarm SQL database as well as your appointment and inventory lists.\*

**Highlights**

Viewable Sections Include  
 Customers  
 Rolodex  
 Emergency Contact List  
 Vendors  
 Central Stations  
 Employees  
 Appointment List  
 Inventory List

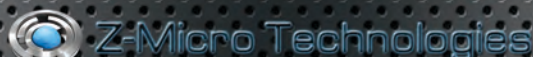
Search Customers By  
 Client Name  
 Contact Name  
 Account Number  
 Street Address  
 Telephone  
 Search Inventory By  
 Part Number or Description  
 Part Category or SubCategory

Customer Information Includes  
 Emergency Contacts List  
 Zone List  
 Installed Equipment  
 Contract Start/End/Type  
 Support Notes  
 Customer Notepad  
 Map Button for GoogleMaps  
 One Touch Phone Dialing

Inventory View Includes  
 Stock Levels - All Locations  
 Price Lists and Costs  
 Component Lists  
 Secure Log In  
 Fast 3G|4G|Wi-Fi Access  
 Integrates With Alarm SQL  
 Unlimited Users  
 One Low Price

For detailed information and pricing on AlarmDex including a live demo visit [www.z-microtech.com](http://www.z-microtech.com)

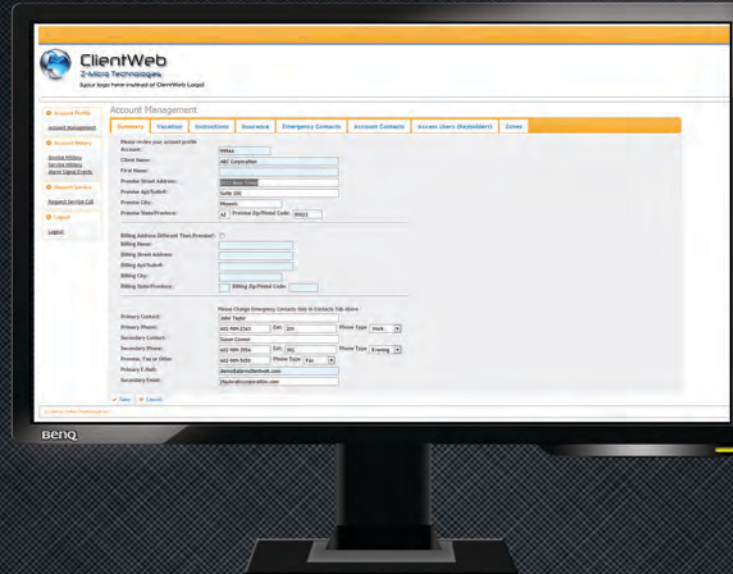
\* Requires a web-browser with javascript capabilities (already supported by most phones) and a static IP on server. 480x320 min touchscreen



Solutions For A New Generation Of Security Professionals



Online Account Access For Your Clients



Providing your clients the ability to access and pay their account online from any web browser, ClientWeb enhances your customer service experience and reduces your time to update requested account changes.

**Highlights**

- Secure Account Access
- Manual Or Auto Registration
- Client Mult-Account Support
- Configurable Menu Access
- Configurable Tab Access
- Request Service Online  
(pending until approved)
- Insurance Certificate Request
- Online Payment\* Supported

**Account Details - View Only**

- Invoice Summary History
- Dates/Payments/Balances
- Service History
- Past Service Details
- Upcoming Services Scheduled
- Zone Descriptions
- Signal Event History
- Installed Sensor List
- PC/Mac/Mobile Compatible

**Account Details - Modify**

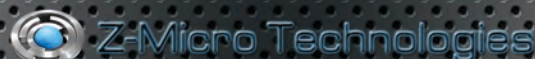
- Add/Modify/Delete Access Can  
Be Disabled In Setup
- Client Contact List
- Emergency Contacts List
- Access Users List
- Customer Address/Phones/Email
- Vacation/Away Notes
- Special Monitoring Instructions
- Insurance Company Details

**Email Notifications**

- Changes Emailed to Dealer and  
Central Station Immediately
- Changes Updated In Alarm SQL
- Contact List Changes
- Name/Address/Phone Changes
- Insurance Certificate Request
- Vacation/Special Instructions
- Service Request(copy to client)
- Contact Changes Logged

For detailed information on ClientWeb including a live demo and pricing please visit [www.z-microtech.com](http://www.z-microtech.com)

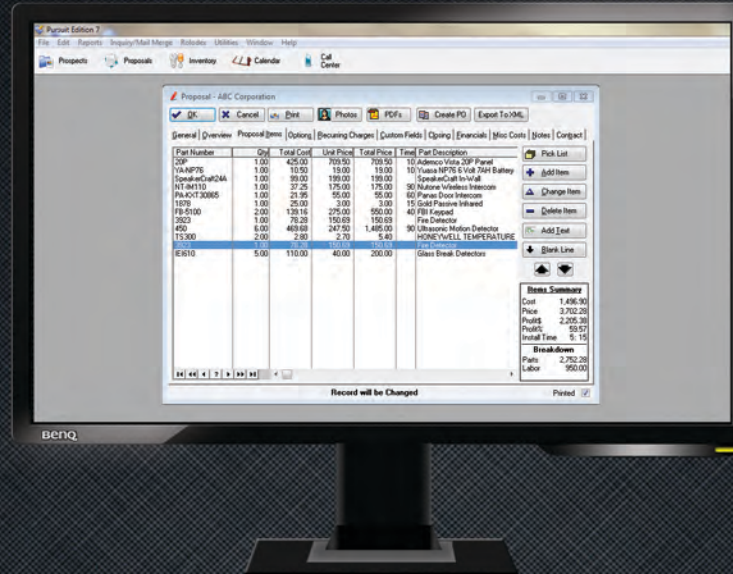
\* Online Payment service requires merchant services through ACH Direct. Alarm SQL and static IP on server required. Call us for details.



Solutions For A New Generation Of Security Professionals



## Prospect Management and Proposal Writing System



Produce detailed professional proposals and contracts fast with Pursuit's powerful sales tools that coordinates your sales efforts and puts more time back into your busy schedule.

### Highlights

- Generate Proposals Quickly
- ProSync For Multi-Site Install and Merge Data To Server
- Standalone or with Alarm SQL
- Track Prospect Details
- Assign Prospects To Salesrep
- Sales Appointment Calendar
- Personalized Contracts
- Job Cost Analysis

### Proposal Generation

- Proposal Sections Include
- Opening Comments
- Detailed Proposed Items
- Recurring Charges
- Optional Proposed Items
- Closing Comments
- Payment Options
- Service/Monitoring Contract
- Attach PDF's, Graphics, etc.

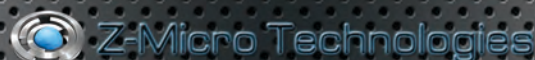
### Alarm SQL Integration

- Create Customer From Prospect
- Create Invoice From Proposal w/Details or Summary Option
- Cut Purchase Order From Proposal
- Schedule Installation Ticket
- Update Inventory Stock
- Shares Inventory With Alarm
- Updates Customer Equipment List
- Import Customer Into Pursuit

### Additional Highlights

- Track Salesrep Performance
- Reassign Salesrep Accounts
- Print Distributor Pick-List
- Built-In Spell Checker
- Rich Formatted Proposal Text
- Include Item Photo Thumbnails
- Security Access Levels
- 3 Form Styles To Select
- One Price - Unlimited Users

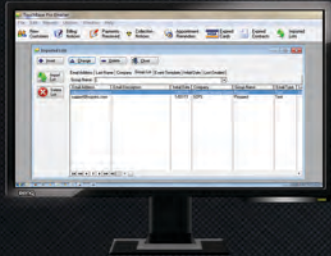
For detailed information on Pursuit including an evaluation copy, video tours and pricing please visit [www.z-microtech.com](http://www.z-microtech.com)



# Solutions For A New Generation Of Security Professionals

# TouchBase Pro

## Automated Client and Prospect Emailing System



TouchBase Pro automates the task of customer communications. By cultivating the rich set of customer data contained within Alarm SQL, TouchBase Pro knows when to send out email reminders and notices to your customers based upon key events such as:

- Credit Card Expirations
- Past Due Notices
- Payment Confirmations
- Contract Expirations
- Service Surveys
- Pending Recurring Charges
- Upcoming Service Reminders
- New Customer Appreciation Notes

TouchBase Pro also automates the task of 'touching base' with your prospects with a coordinated schedule of email follow-ups you specify - including added attachments for various brochures, sale offers, coupons, etc. Just enter your prospect emails into TouchBase Pro and TouchBase will keep track of when each follow-up email should be sent based upon your predefined schedule - next day, next week, in two months - whenever and as often as you wish even while you are on vacation!

There is no better way to automatically stay in touch with your customers than TouchBase Pro.

# Service Board

## Real-Time Service Call Monitoring



Provide your service department and key personnel with up-to-the-minute display of all open service orders and installations scheduled for today in Alarm SQL. The Service Board is perfectly suited for display on a large wide-screen monitor mounted on the wall. Designed in Flash, all appointments are smoothly scrolled. With built-in remote access, Service Board can even be run from a home office location as well. Service Board has the following features:

- Open Service Appointments
- Scrolling Message Center
- Unscheduled Services
- Variable Scroll Speed
- # Jobs Past Average Response Time
- Unlimited Site Licensing

Keep your service department informed of scheduled services with Service Board.

# Multicom

## Track Alarm SQL Accounts Internally By Company, Division Or Branch

If you need to manage more than one company or branch and track all accounts in one Alarm SQL database, Multicom is the solution. Provides multiple licensing to use Alarm for your additional locations, internally segregates accounts and financial reports by branch/company and much more.

For detailed information on all of our software products visit [www.z-microtech.com](http://www.z-microtech.com)



Solutions For A New Generation Of Security Professionals

# Value-Added Services



## Merchant Services

Accept Credit Card and ACH Recurring Customer Payments

Slash your billing costs and get paid on time by adding credit card and ACH services to your Alarm SQL. Offering credit card payments is a convenience your clients will appreciate since they already pay most of their utilities this way and you save on the labor and expense of mailing invoices.

- Save \$\$\$ Every Month
- Secure Processing
- Receive Payments Within Days
- Automatic Billing With Alarm SQL
- No Payment Posting Labor
- Very Competitive Rates



## Alarm and Pursuit Webinar Training

Live Online Training From The Comfort Of Your Office

Maximize your investment in Alarm and Pursuit. With our online webinars, your staff will receive exclusive live training on Alarm (8 hours) or Pursuit (6 hours) from our experienced trainers. Designed to fit your schedule, our webinars are divided into 2-hour segments over the course of days or weeks (your choice) and covers your entire staff for one low price. Discover the depth of features in our software that will make a positive impact on your business and workflow - sign up for a webinar today.



## On-Site Training

Two Full Days Of Software Training At Your Location

With our on-site training services, an experienced trainer/technician will come to your office and train your entire staff over the course of two days, as well as verify the proper installation and setup of our software, optimize your database settings and setup proper backup procedures. Customized to your requirements, an on-site training course will reflect the needs of each department in your organization.



## Custom Programming Services

Z-Micro Technologies offers the following custom programming services to our clients - call us for details:

- Custom Invoices
- Data Conversion
- Custom Reports
- Web Design
- Special Custom Requests

For detailed information on all of our software products and services visit [www.z-microtech.com](http://www.z-microtech.com) or call 877-864-5010



Z-Micro Technologies

Solutions For A New Generation Of Security Professionals





Z-Micro Technologies

[www.z-microtech.com](http://www.z-microtech.com)

[sales@z-microtech.com](mailto:sales@z-microtech.com)

Scottsdale, Arizona • 877-864-5010