



eServices™

Security Management & Intelligence
at Your Fingertips



Security Management & Intelligence at Your Fingertips: eServices™

English & French Language Capability

Save Time With Intuitive User-Interface and Navigation, Minimizing Clicks

Apply Commonly Used Filters Up Front and Easily Customize Report Results with Filter Options

Form Auto Complete Functionality

Full Functionality on any Mobile Device

Self-Service User & Permission Administration

Handle it all Online - Create a Service Request, Edit Your Call List, Pay Invoices and More

STANLEY brings user experience and account management to a whole new level with its industry leading eServices platform. Your security program just got faster & easier with the ability to manage it all in one place, online with any device. **See the big picture, obtain meaningful reports and manage all your locations to proactively plan your security strategy and operations.**

With eServices you have actionable information and total control to deliver:

- ✓ Streamlined security and business processes
- ✓ Lower operational costs
- ✓ Increased productivity
- ✓ Actionable information for security investigations
- ✓ Improved employee and customer safety
- ✓ Improved business performance
- ✓ A stronger bottom line

*“The **exception reporting capability** is huge for me – knowing my nationwide stores open and close on time **affects my bottom line.**”*



FULL VISIBILITY ON ALL YOUR SECURITY SYSTEMS

STANLEY's eServices provides visibility on all your security systems – intrusion, video surveillance, access control and fire detection – aggregated onto a single online interface for efficiency and greater understanding of your security data.



Intrusion – Complete access to your intrusion system – from managing passcards to open and close reports to pinpointing high alarm activity.



Video – Keep an eye on all your video activity whether it is watching video from one of your locations, viewing open/close activity, video alarm verification and more.

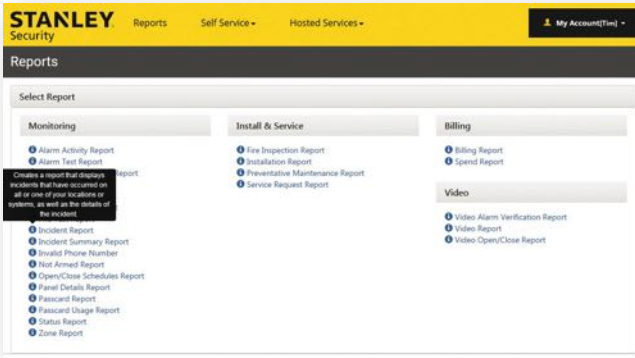


Fire – When safety and compliance are key, monitor your fire test activity, fire inspection history and more.



Access Control – Stay on top of your access control activity for full visibility and management of who's coming and going.

eServices gives us complete transparency on all our security programs and performance. I don't have to ask what's going on or go to several different sources, I have the visibility to see for myself...all in one spot.



GET THE BIG PICTURE WITH ALL THE DETAILS

Account Management

- **Increased security with two factor authentication** and login customization for your individual company
- **Save time with self-service** user & permission administration
- **Control user access** with user & report audit capabilities
- **Reporting how you want it** with custom location/site tagging and the ability to apply commonly used filters up front and easily customize report results

Monitoring

- **Drill down and identify issues** before they happen at one or all your locations
- **View and manage system activity** on your account for intrusion, fire, video and access control. Open/close status, incidents, unscheduled activity, not armed, fire inspections, test activity and more
- **Save time** and manage passcards, call lists, open/close schedules, etc. all online

Mobile App Functionality

- **Ease of Access** using your same credentials as the web. Touch ID & FACE ID enabled
- **Info at a glance** – review the home screen for quick information on open service requests, system statuses, and incidents
- **Search** and find the service request you are looking for by either the location or service request details. Search for monitored systems and recent incidents
- **Details** – see the latest status for service requests, alarm incidents and more
- **Create** and submit new requests from the convenience of your phone while on the go

Installation & Service

- **Stay informed** with all your installation and service projects across all your locations
- **Keep up-to-date** on installations with status updates, project notes and associated documentation
- **Schedule service requests online** without having to pick up the phone
- **Gain service call visibility** including when the technician is en route and issue resolution detail

Billing

- **Control costs** by managing paid and unpaid invoices and create custom reports on total spend
- **Manage all invoices** and associated documentation with the ability to pay online



**Sign up for
eServices**

stanleysecurity.com/eservicessignup

Documentation and functionality available based on service level. Some functionality may not be available in certain markets. Certain restrictions may apply.

ROBUST PACKAGE SOLUTIONS THAT MEET YOUR NEEDS

		FREE			
		CORE	TEAM	PROFESSIONAL	ENTERPRISE
User Experience	Single sign-on for all security data – video, access, intrusion, fire	✓	✓	✓	✓
	Mobility	✓	✓	✓	✓
Account Management	Self-service user and permission administration	✓	✓	✓	✓
	Submit repair service requests online	✓	✓	✓	✓
	Service request notifications – scheduled, tech onsite, completed	✓	✓	✓	✓
	Pay invoices online	✓	✓	✓	✓
Location Management	Pin/passcard changes online	✓	✓	✓	✓
	Call list changes online	✓	✓	✓	✓
	Open/close schedule changes online	✓	✓	✓	✓
Reporting	Metadata tagging – manage locations by customer grouping	Not Included	✓	✓	✓
	Report view timeframe	Up to 1 Month	Up to 1 Month	Up to 3 Months	Up to 12 Months
	Report export & data storage timeframe	1 Month	1 Month	3 Months	12 Months
	Subscription reports	Not Included	Max 3 Per User	Max 10 Per User	Max 25 Per User
	Premium reports	Not Included	✓	✓	✓
Licenses	Users	Unlimited	Unlimited	Unlimited	Unlimited





ABOUT US

STANLEY Security, a division of STANLEY Black & Decker (NYSE: SWK), is a provider of integrated security solutions for commercial and industrial organizations globally. We deliver a comprehensive suite of security products, software and integrated systems with a strong emphasis on service.

Learn more about how STANLEY Security can help meet your security needs.

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