

The IP-based Platform for Voice, Data and Security services...

PACCS Future Proof Solutions

PACCS NETcall

- **Future Proof**
- Customer expectation
- Options provided
- Architecture
- Cisco Integration
- Cisco & DECT
- System overview
- Alarm management
- IP-Box
- Master & Slave
- Technical Alarms
- Call Processing
- Evacuation
- Alarm Presentation
- Conference Call
- Intrusion & security
- Voice recording
- Guard protection
- "Dead man"
- ND- Designer

Our Services

PACCS Clients

Contact us

Our PACCS **PBX** for PABX's and specially designed PACCS **NETcall** to integrate transparently with Cisco CallManager, provide a high-end solution for customers who like to integrate all their current communication, IP/VOIP, messaging, SMS, email, voicemail, control & alarm and other building management systems. With our advanced communication solutions, we can service all your communications, security, OH&S, and other staff requirements.

Our system is tested and proven in countries around the world and with over 15 years of design perfection built-in. The heart of the system -our alarm and message modules are the most commonly installed of any system in the world with thousands of installed sites operating today.

We provide excellent seamlessly integration of Business Systems (e.g. Scada), Nurse-call, Fire alarm, BMS, DECT & Paging solutions. We can integrate Message dispatch, Process Control, IP/PABX, Building Automation, E-mail & Intranet integration, Voicemail, Alarm monitoring, Access control, Alarm Applications, Personal security, Duress and Alarm Location. Based on a licensing agreement, it will allow the client to purchase only what is needed at the time.

Premises and property security, wide area messaging support and many more high-level integration functions are available. Integration with wide-area communications such as cellular SMS services, PSTN auto-diallers are also available. In fact almost any on-site application can be integrated with this system, with any combination of contact inputs/outputs and high level I/Os.

Customer requirements...

- ✓ Technical-Alarms
- ✓ Network-Alarms
- ✓ Evacuation
- ✓ Conferencing
- ✓ People-Protection
- ✓ Voice-Recording



PACCS "Platform for Advanced Communication, Control, Security & Safety Solutions"

What do customers expect?

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Expectation

Reaction time:

Optimizing the transmission to the proper persons at the exact moment can prevent a situation to get out of control. Especially if consequences for humans and organization loom.

Ergonomics:

Allowing fast adjustments of changes in everyday life through simple and easy modification of parameters, which control the organization of the information flow.

Traceability:

As a result of the optimized analysis of the process of an alarm an improvement plan can be established.

PACCS NETcall's answer

allows the information processing to be automated. The intervention times are strongly reduced through applying of simple rules.

PACCS NETcall provides simple configuration and controls the access of configuration data which are defined in separate user profiles.

PACCS NETcall enables tracing of actions and processes from start to finish in real time or analyzing of an incident after the event.

Customer expectations ...

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Expectation

Flexibility:

PACCS **NETcall** expands the existing infrastructure. Thus cost can be saved.

Convergence:

Integration of all currently available and future communication media and their optimization due to the IP standard.

PACCS **NETcall**'s answer

PACCS **NETcall is compatible with:**

Any telephone and VoIP infrastructure;
Any alarm source (this for a standard price).

PACCS **NETcall utilizes** in a simple and optimized way: VoIP (H323 and SIP), Video over IP, SMS and MMS, GSM, DECT, WIFI, XML, ...

PACCS **NETcall** is a flexible and open standard product, developed over 15 years! customisable for simple needs as well as complex requirements.

Options provided

PACCS NETcall

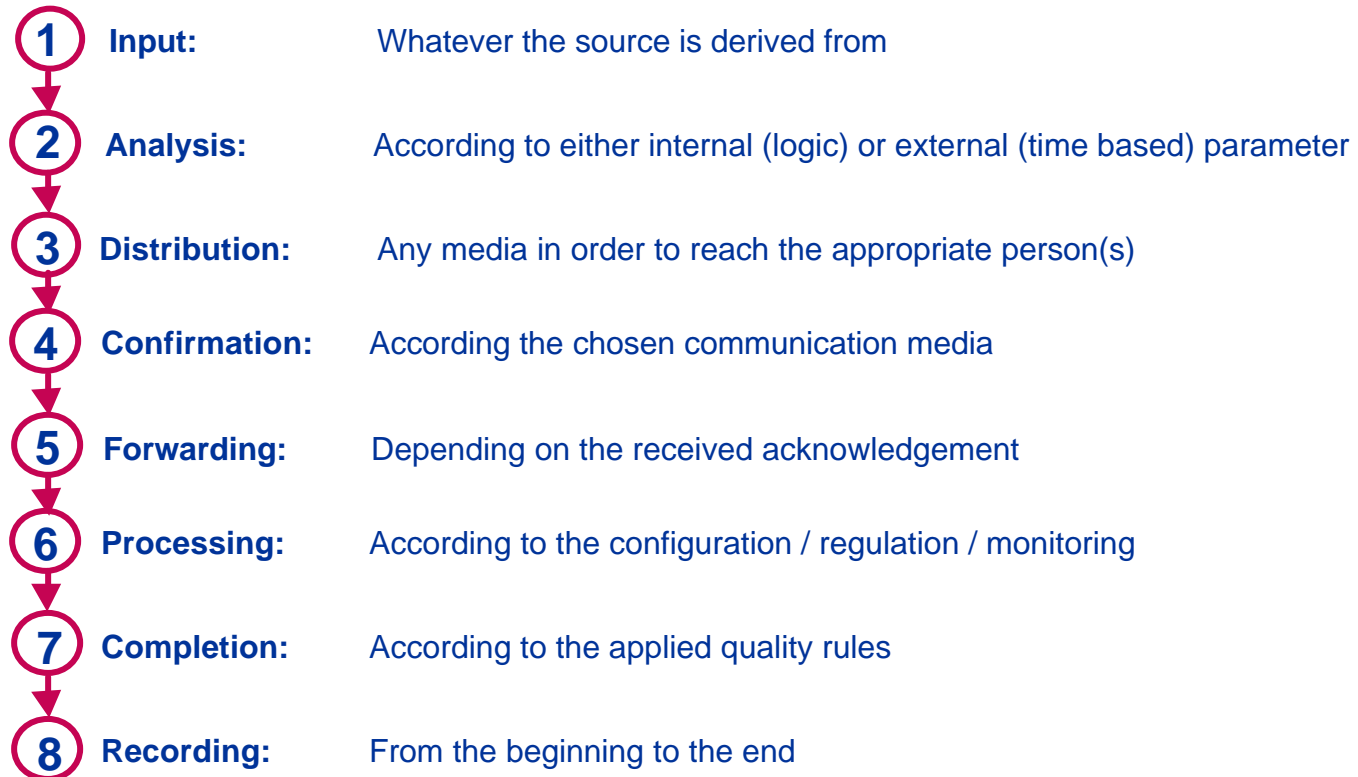
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For Alarm- & Information-Management, PACCS NETcall offers the following options:



PACCS NETcall guarantees you the backward-compatibility to older versions, whatever system is connected (traditional telephony, IP, H323, SIP, high-impedance, CSTA, CTI, ...)

PACCS NETcall - Architecture

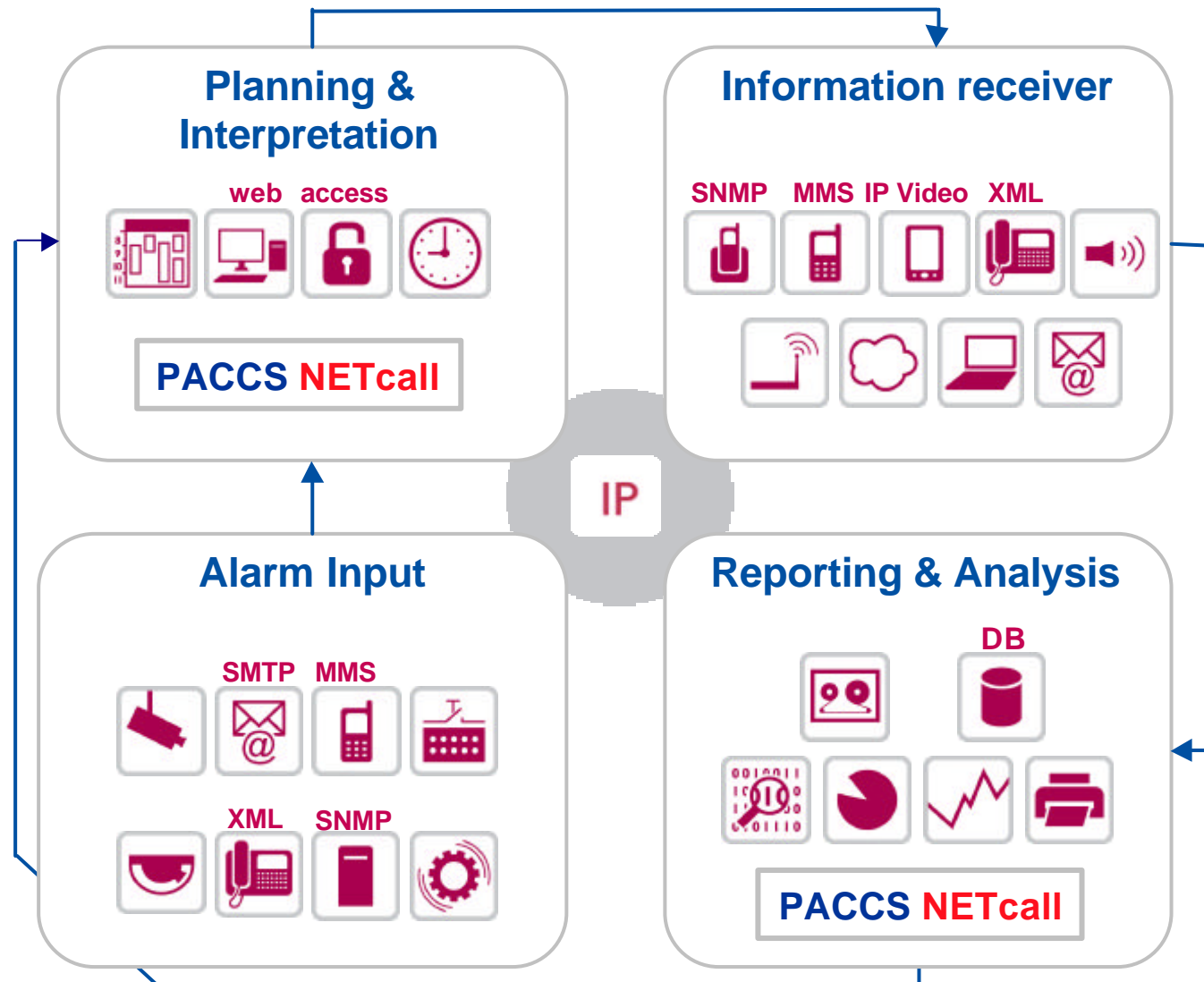
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PACCS NETcall - Cisco Integration

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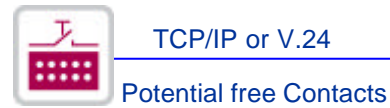
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User-friendly Management-Tools



Administration and launching of Alarms over a Web-Interface

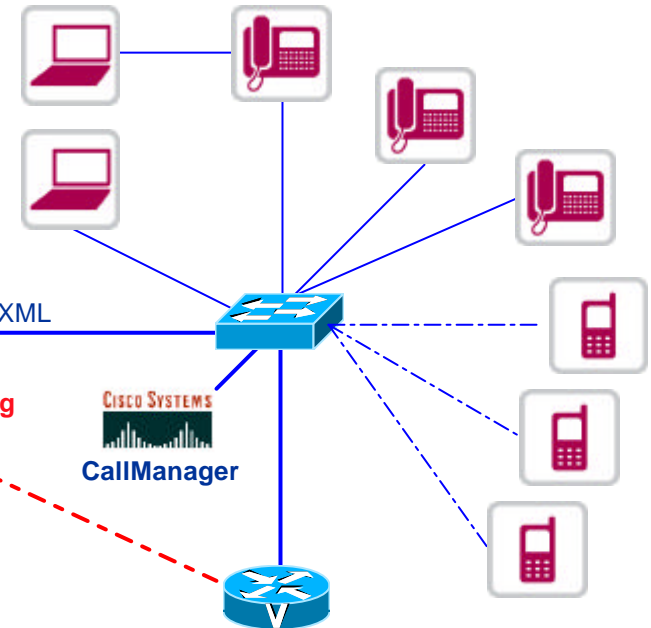


Building and Fire alarm Systems

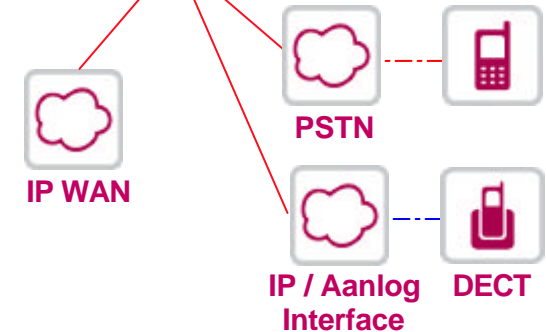
Customer requirements...

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- ✓ Network-Alarms
- ✓ Evacuation
- ✓ Conferencing
- ✓ People-Protection
- ✓ Voice-Recording

Conferencing and Alarm launching via Telephone



CISCO SYSTEMS
CallManager



Voice / SMS

PACCS NETcall - Cisco & DECT Integration

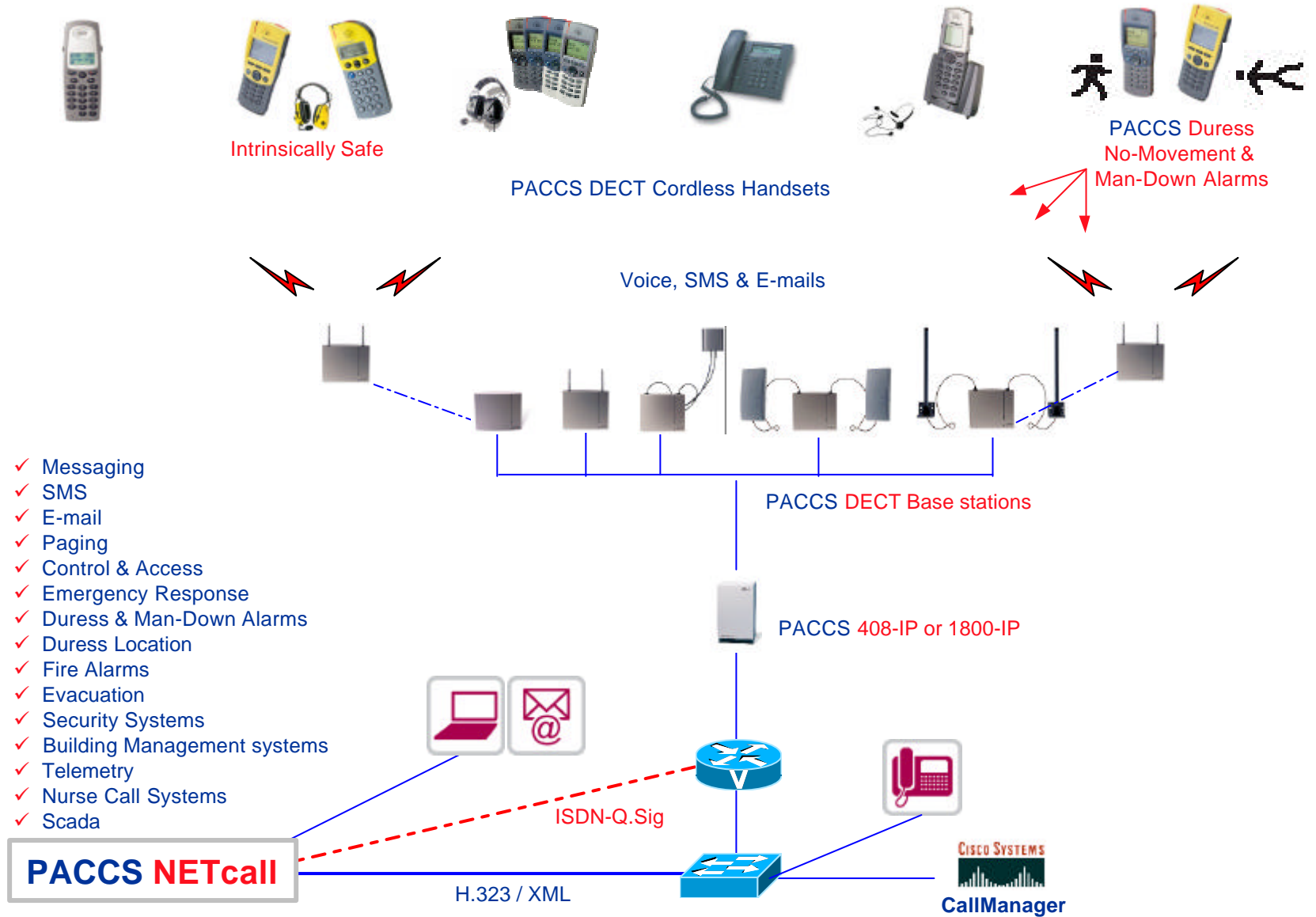
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System Overview - Cisco solution

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Specials with the Cisco Solution:

- ✓ Never engaged, thanks XML "Messaging"
- ✓ Almost no limit in sending information
- ✓ Alarm text also as voice prompt (optional with automatic text to speech)
- ✓ Confirmation of an alarm call with DTMF-tones and Soft keys
- ✓ Special ring tone in case of alarm
- ✓ Broadcast messaging with automatic activation of loud speakers on the telephones

Specials with PACCS **NETcall**:

- ✓ Best integration with Call Manager thanks to H.323 and XML technology
- ✓ Easy configuration thanks to ergonomic graphic user interfaces:
- ✓ State of the art web-interface: configuration by use of explorer from any console
- ✓ Possible to interconnect several PACCS **NETcall** through data- and voice-network
- ✓ Integration of all Systems (Fire detectors, house management systems, etc.) for fixed prices!
- ✓ Quality is very important. Back-up concepts and watch-doc concepts are integrated part of each project.
- ✓ Efficient support with remote access on customer demand
- ✓ Adaptation to customer needs thanks to the application generator PACCS **NETcall** continuous development to conform with up to date technology.

System Overview cont...

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In the security area...

- ✓ The standard solution which supports exacting customer requirements...
- ✓ Up to 5 contacts into any company !
- ✓ Security, Intrusion, Fire, IT (SNMP trap...)
- ✓ House management, processing, evacuation

Business Driver:

- ✓ Replacement Pager Solution: PACCS **NETcall** - Cisco Call Manager-Wireless IP-Telephones...with Display-Message...
- ✓ Name presentation and XML with push technology, and
- ✓ Specific Voice information for each alarm

Broadcast, Voice-Recording and more functions

- ✓ Alarm entries over V24, Socket, SNMP, FTP, pot. free contacts...
- ✓ Alarm entries by SMS, email, fax, phone, net send...Alarm entries over a console or over Web-Interface, ...
- ✓ Alarms to IP-phones, Loudspeaker, ...
- ✓ Alarms to GSM, SMS, Fax, Pager, email, ...
- ✓ Alarms over Netmeeting / VoIP / H323, Popup, ...

Easy to configure, useable by everybody

Alarm Management

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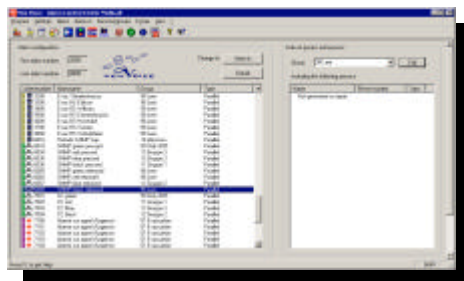
Contact us

The PACCS **PBX / NETcall** can be programmed to take care of alarms and other events from PACCS **DECT handsets** or other 3 party softwares. The PACCS **PBX / NETcall** can react on input from alarm modules, personal alarms with location information, messages, and data from handsets. Different actions can be taken for different types of input, for example send a message with request for acknowledge, activate an output in the system, and send information to an Alarm Location Client. If absent information or a positive or negative acknowledgement is sent, and the PACCS **PBX / NETcall** can take another action.

The input information can be processed, for example can a location code be translated to a text string. System variables that contain information on, for example, current shift can be created in the PACCS **PBX / NETcall**. The value of a system variable can be altered on input from the system, for example data from a handset. An action can be delayed in the PACCS **PBX / NETcall**, which provides the possibility to time schedule actions on an input. The programming of the Event Handler is performed with help of a web browser.

Examples of application of the PACCS **PBX / NETcall** range from personal alarm systems to handling of alarms in production lines or emergency teams at hospitals. Other advanced alarm and messaging applications where acknowledge, absent handling, data from pocket units, and alarms from external equipment are included is another example of application.

When the PACCS **PBX / NETcall** receives an alarm, a chain of reactions can be started. First some information in the alarm is processed, for example the location of a fixed alarm button is translated to a descriptive text. Then the information can be put together to a message that can be sent to a pocket unit in the system. If a response has not been received within a preset time further actions can be taken.



The alarm central shows all relevant information in one window, from the alarm spot to the persons called

Alarm Management

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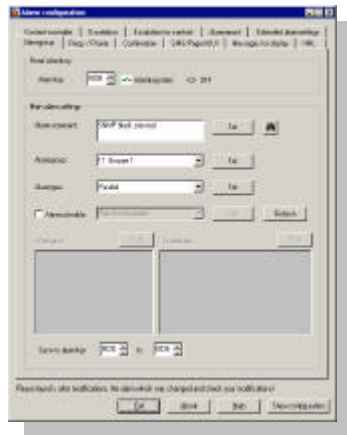
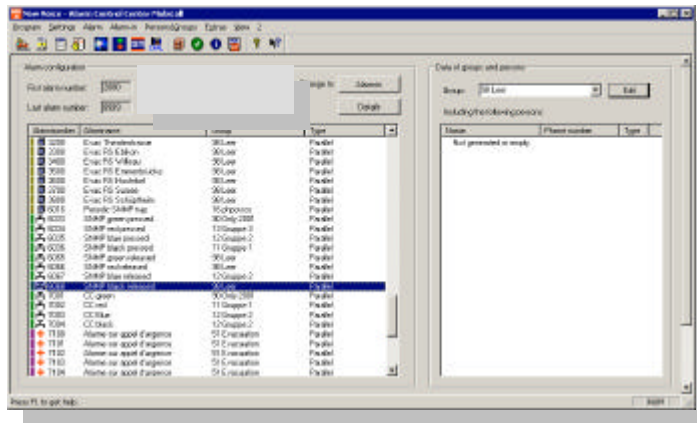
Our Services

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PACCS NETcall alarm central

The alarm central shows all relevant information in one window, from the alarm spot to the persons called



PACCS NETcall configuration - 10,000 alarms

- ✓ Alarm number / code
- ✓ Sequential or parallel mobilisation
- ✓ Selection of group to be mobilised
- ✓ Selection of group by function date and time
- ✓ Number of rings and alarm priority
- ✓ Information relayed by SMS, Traps, email
- ✓ Escalation by no response (confirmation)
- ✓ Escalation, if not confirmed and if confirmed by a given number of persons
- ✓ Escalation, if alarm continues after a defined time
- ✓ Skill based mobilisation

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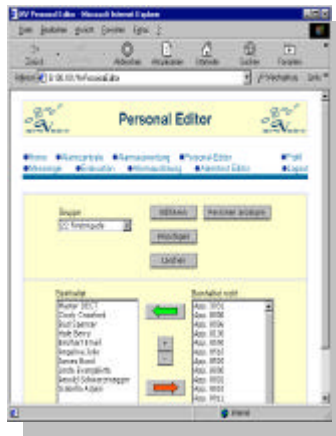
Contact us



The results of a PACCS NETcall statistics

With this tool it is possible to get information about alarm call response, such as confirmation, unanswered calls, engaged calls etc.

This gives the customer the opportunity to configure an escalation just in case a certain number of people haven't confirmed.



The PACCS NETcall solution can also be configured and supervised through internet explorer, further components are:

- ✓ Messenger
- ✓ Calendar-Editor
- ✓ Alarm-Simulation
- ✓ Dial Test program
- ✓ Back up-Tools
- ✓ System-Info
- ✓ Post-Job
- ✓ Timer Job-Program
- ✓ Voicemail-Configuration

IP-Box - Access Control

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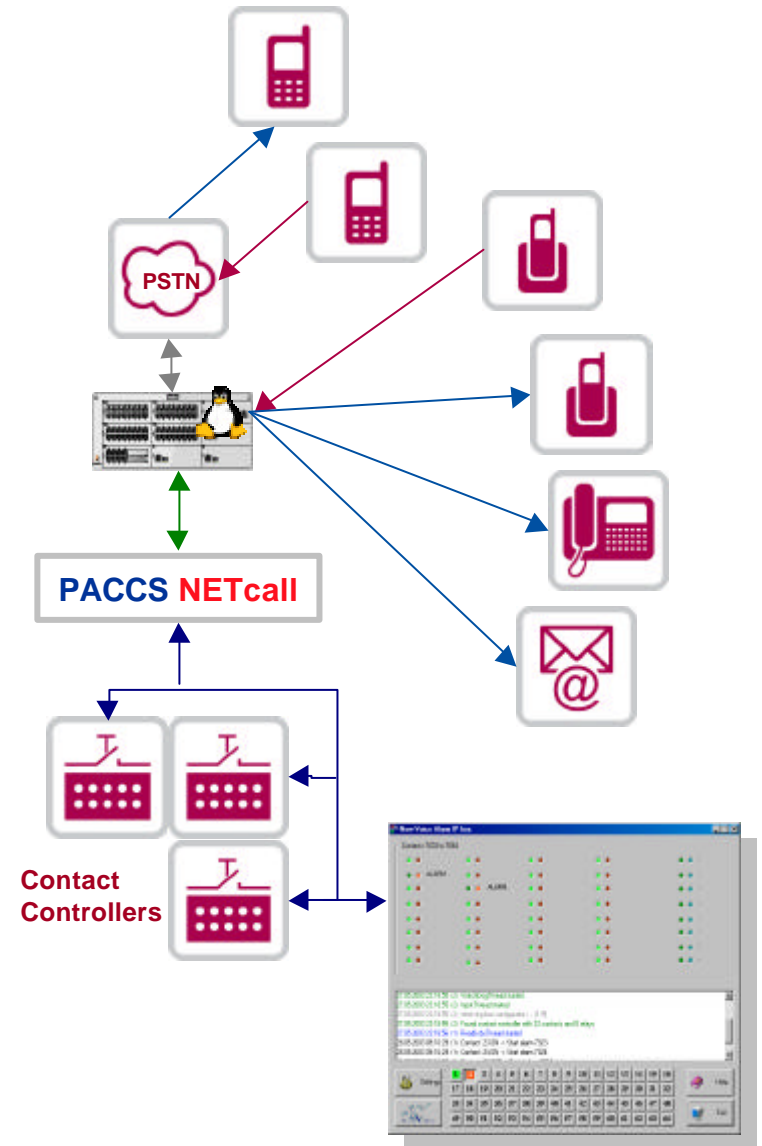
Our Services

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Integrated Management tool with IP-Box / Contact Controller

- ✓ For contact surveillance as well as for sending status information to PACCS NETcall - Alarm server
- ✓ Connection to the PACCS NETcall - Alarm server can be via serial Interface (RS232 or RS485) or as an option over IP through a reliable intranet.
- ✓ The IP-Box can send traps directly to hp-open view or other supervision tools, such as castle rock...
- ✓ Every contact is individually configurable as opener or closer
- ✓ Configurable and administrable via Web-Interface
- ✓ Configuration and supervision over internet explorer / web
- ✓ From 8 to 2048 contact sensors and 8 to 512 relays
- ✓ The two-LED concept is fine for colour-blind persons
- ✓ Centralised management tool for all contact sensors and relays
- ✓ Option of IP Module – access over LAN



IP-Box - Access Control cont....

PACCS NETcall

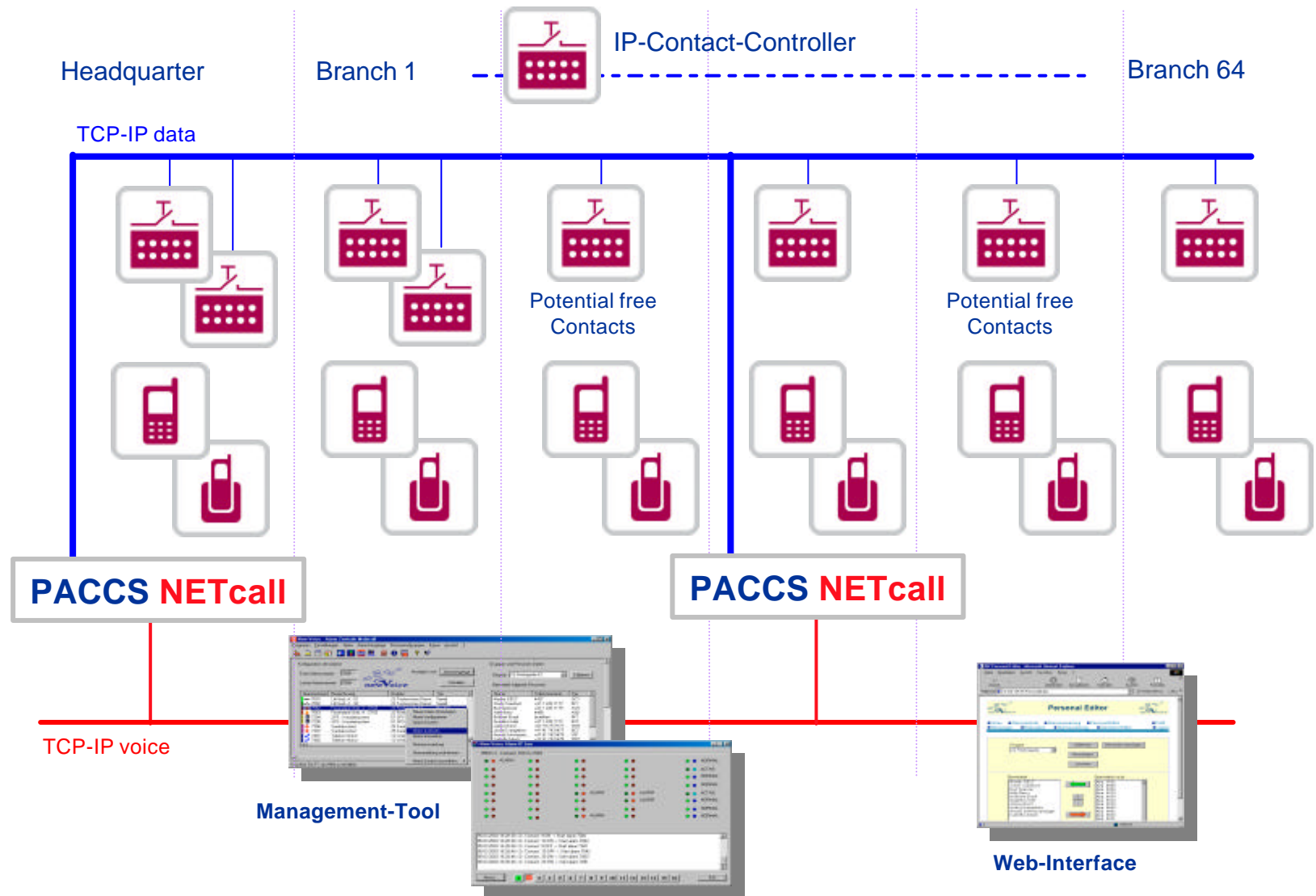
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Centralised, low cost multi node solution for IP-Box / Contact Controller



Master & Slave Supervision

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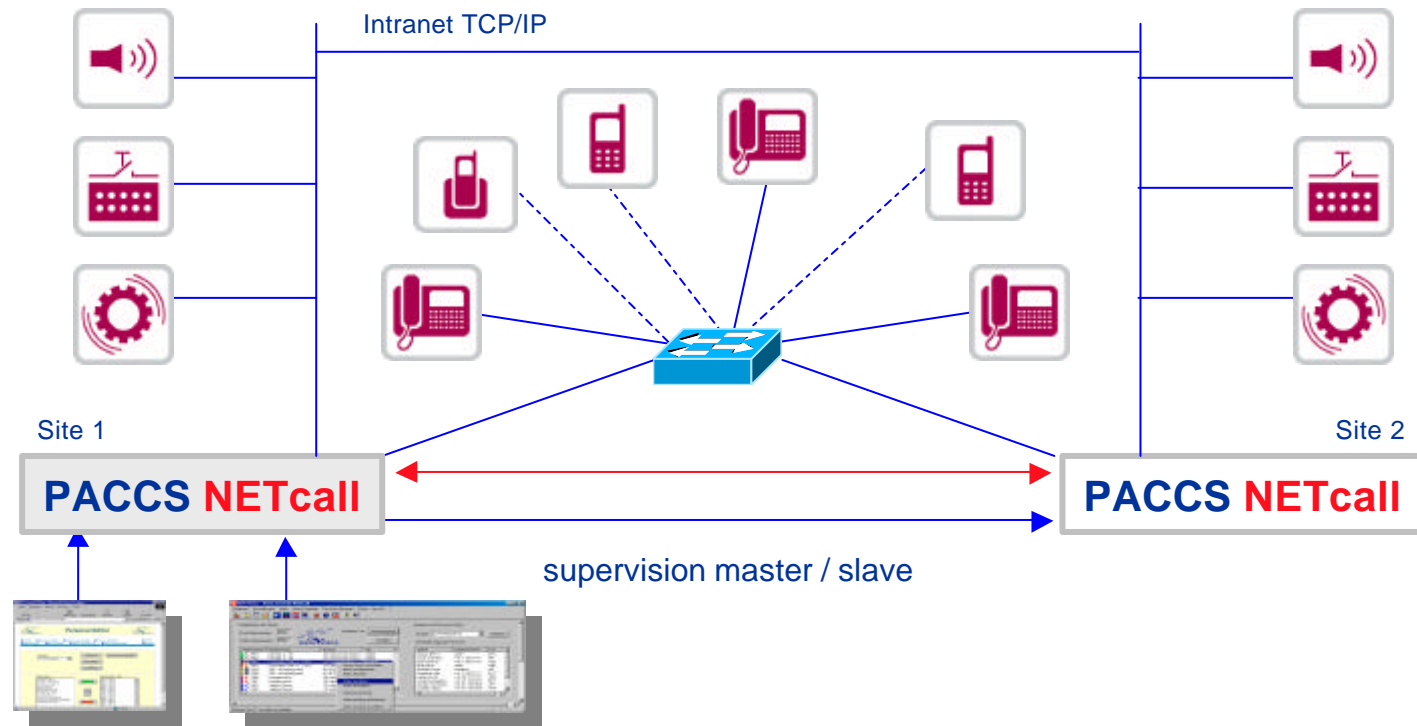
Our Services

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With using PACCS NETcall Master - Slave concept, having PACCS NETcall installed on two or more building sites, a supervision can be set up. If in a situation that for any reason any module has been disabled the other take charge, and also automatically notify that one site has been disabled and will engage any alarms accordingly.

- ✓ Centralised administration, redundancy / hot stand-by
- ✓ High reliable and easy to manage: Centralised Administration: Local / Web Master / Slave Definition for each Alarm even over several Mobicall and nodes.



Technical & SNMP Alarms

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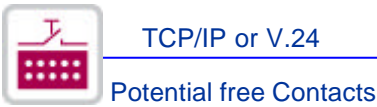
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User-friendly Management-Tools



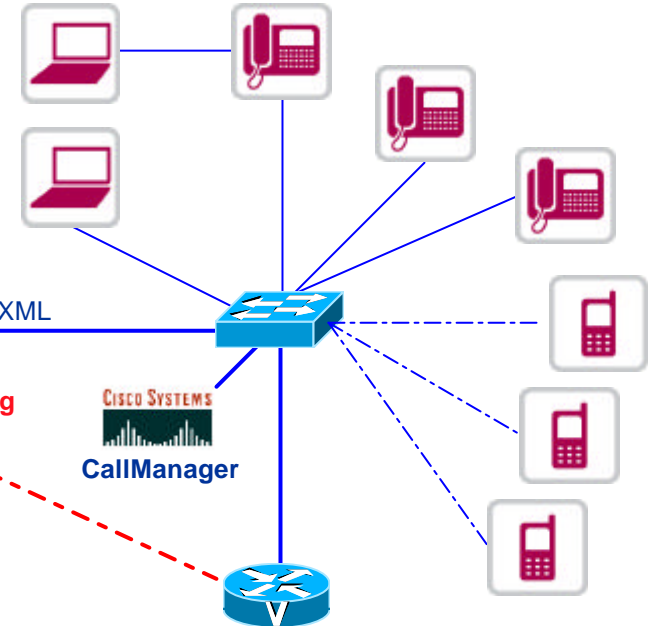
Administration and launching of Alarms over a Web-Interface



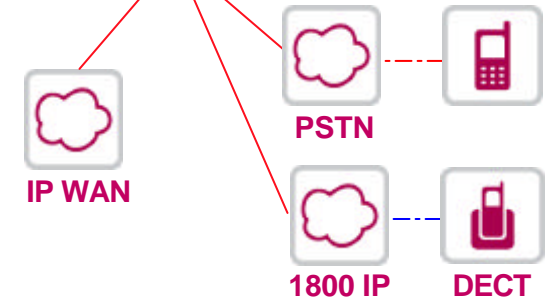
Building and Fire alarm Systems

PACCS NETcall

Conferencing and Alarm launching via Telephone



CISCO SYSTEMS
CallManager



- ✓ The call can be recorded for quality control.
- ✓ Statistics of the alarms and a analysis of the mobilization.
- ✓ Heating, air-conditioning and other alarms information can be sent to the PACCS **DECT handsets**, IP Wireless Phones and GSM (XML & Voice)
- ✓ Technical alarms or SNMP events are normally sent sequentially to the technical group.
- ✓ If a driver has problems getting out of the car park, his call is transferred to a specified group of people. The first person to answer the call, is connected with the driver.

Centralised Call Processing

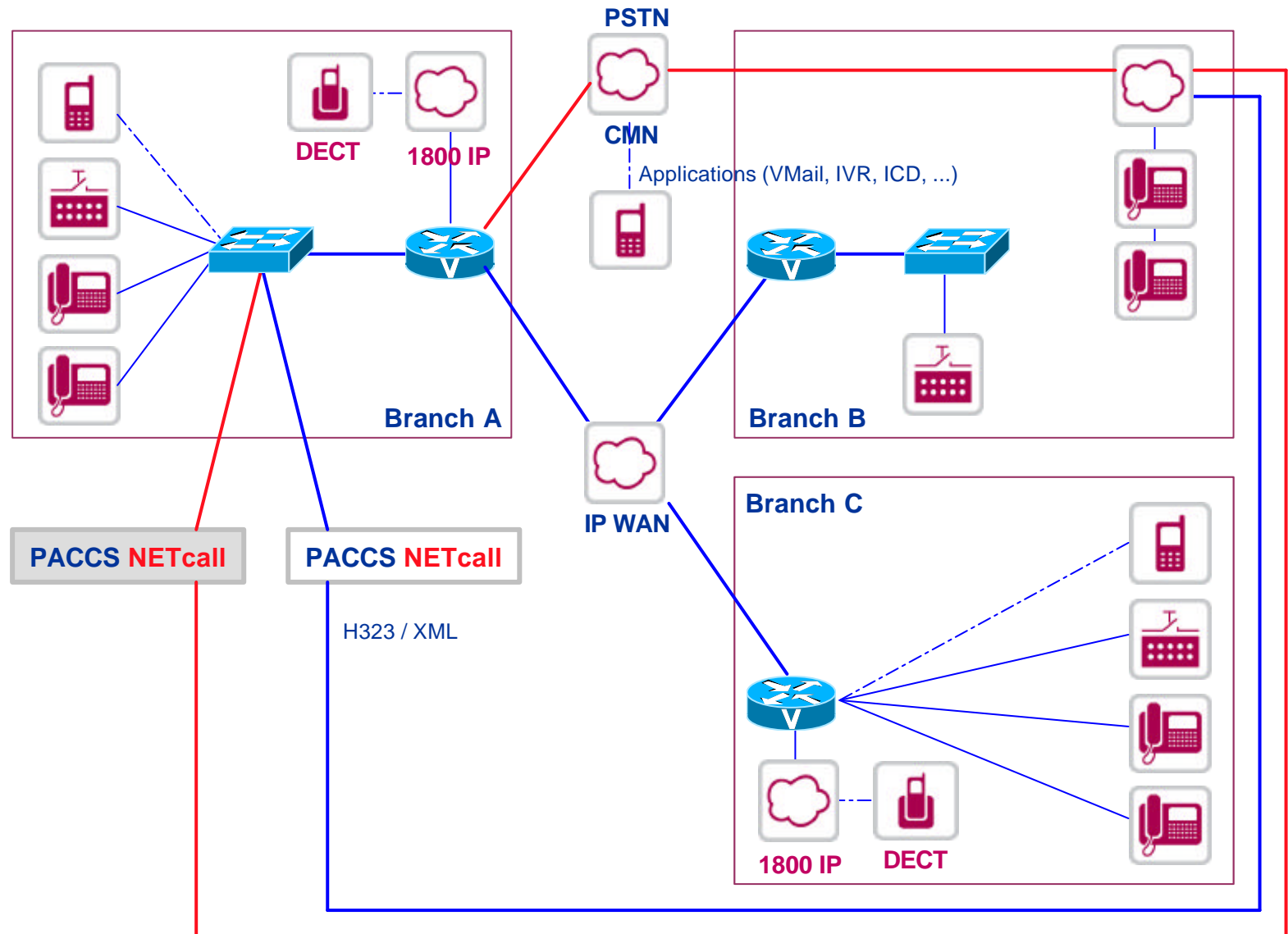
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2 x Q.Sig - ISDN / CorNet Connection to Existing Voice-Network

Distributed Call Processing

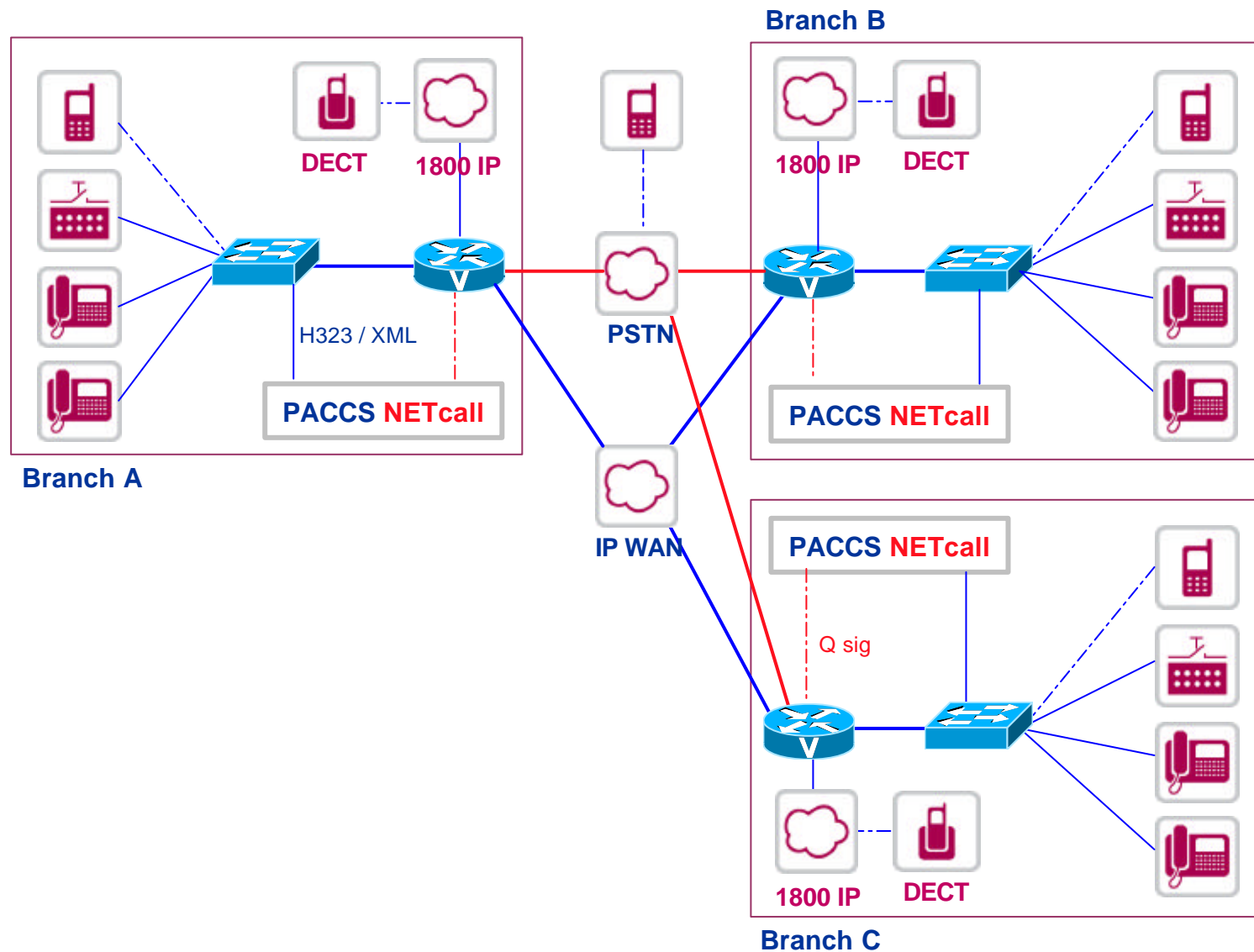
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Evacuation by phone

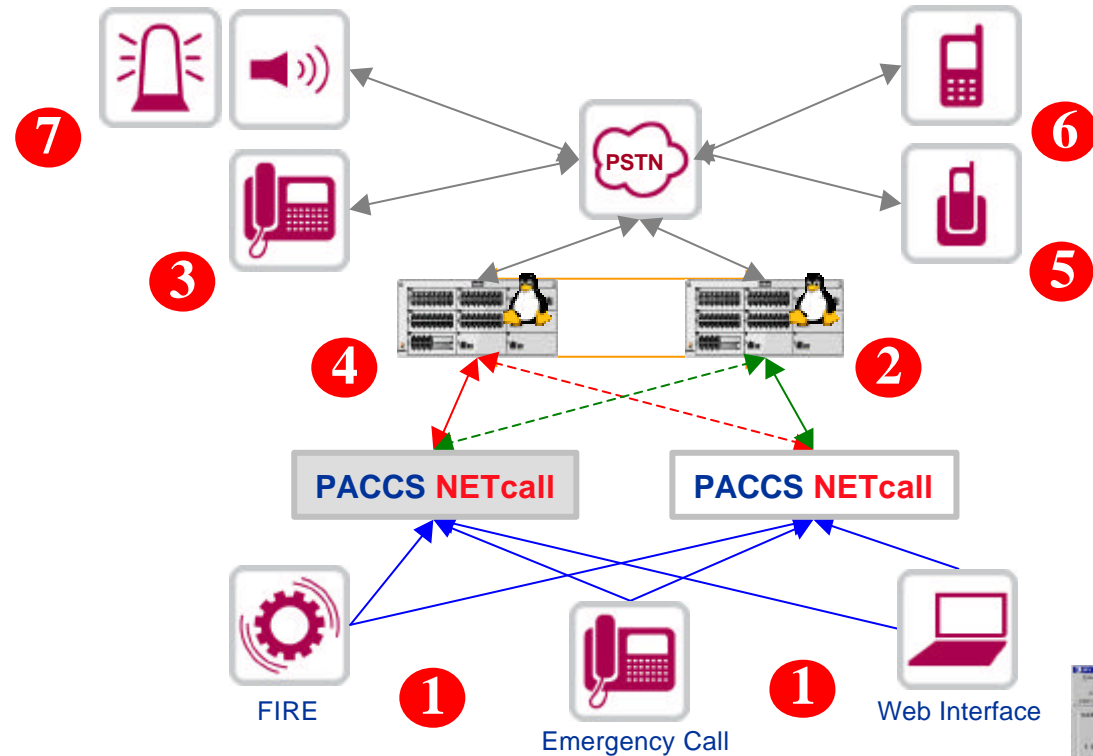
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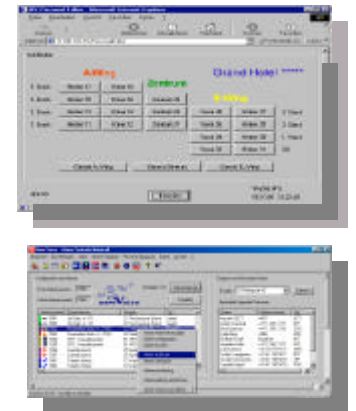
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- Launch an evacuations-alarm on the local system and by consoles in the network
- Broadcast of pre-defined messages or user defined messages
- Recording of messages over a microphone or phone
- Evacuation message to DECT, internal and external phones
- Optional the alarm message can be played over a loudspeaker system
- Evacuations printout on a local printer or on a printer in the network
- Optional evacuation evaluation by email
- Statistics of each evacuation with all calls and call status



Evacuation cont...

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Two major issues were identified in a recent real live hospital evacuation, with a breakdown in communications & transport services. Another issue was when the central control room had to be evacuated, this caused disruption in the evacuation plans, not been able to have access to vital information.

PACCS **NETcall** for Hotel, Hospital and Nursing Home Mobilisation:

- ✓ Integration with hotel management program check in / check out
- ✓ Integration with hospital and nursing home management systems
- ✓ Voicemail box for every guest, with VIP-direct in-dial numbers and pre / post check in
- ✓ Automatic user guide and voice prompts in English, French, Italian, German and others
- ✓ Wake up service and supervision of wake up services
- ✓ Fax-server, fax to email and email to fax
- ✓ Integration of fire detection system
- ✓ Integration of in-house management system for technical alarms
- ✓ Evacuation of guests / patients following the check - in programs and PABX
- ✓ Alarms by phone in English, French, Italian, German and other languages
- ✓ Detailed reports and analysis of persons being alarmed
- ✓ Alarm launch by phone, conference concept for security staff and fire brigade

Other PACCS **Netcall** features:

- ✓ Automatic answer of emergency calls immediately or at the moment, an operator answers the call
- ✓ Call forward to a phone / operator or a group of phones
- ✓ Immediately start of voice recording - from the first ring
- ✓ Recording of the communication starting with the beginning of the connection (for automatic alarms with prerecorded voice prompts)
- ✓ Call transfer on no-answer within a given time to other phones (internal or external)
- ✓ Replay of the recording five seconds after having finished the emergency call
- ✓ Re-find recorded communications by the mean of a user-friendly web interface
- ✓ Press a key on your phone set to rehear your last communication, search for recorded files from any internal or external phone
- ✓ Call statistics and analysis of the mobilisation

Evacuation screenshot's

PACCS NETcall

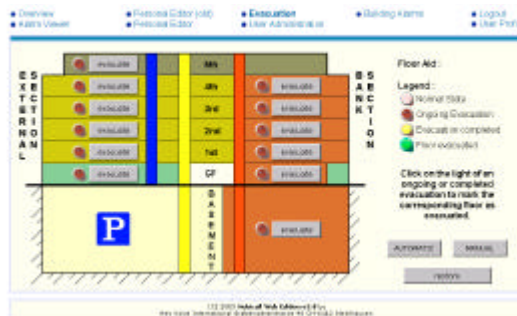
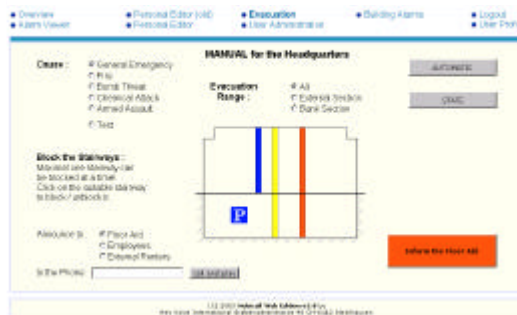
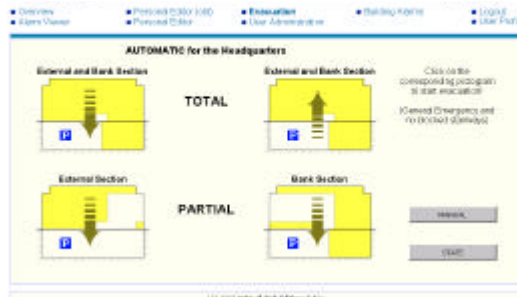
- Future Proof
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- Technical Alarms
- Call Processing
- **Evacuation**
- Alarm Presentation
- Conference Call
- Intrusion & security
- Voice recording
- Guard protection
- "Dead man"
- ND- Designer

Our Services

PACCS Clients

Contact us

The Chief Fire Warden has access to real time actions using the PACCS **NETcall**, giving total mobility and control. With using the PACCS **DECT handsets** the Chief Warden has immediate acces with other fire warden during the evacuation at all times.



Standard solution

- ✓ For ultimate security and peace of mind, with the installation of PACCS **NETcall** Master - Slave concept, this is very useful when 2 or buildings buildings need to be protected.
- ✓ Highly reliable and easy to manage:
- ✓ Centralised Administration: Local / Web Master / Slave Definition for each Alarm even over several PACCS **NETcall** and nodes.
- ✓ Pure configuration

Concatenation of voice prompts, selection of target group

- ✓ General Emergency
- ✓ Fire
- ✓ Bomb Threats
- ✓ Chemical Attack
- ✓ Armed Assault

The Chief Fire Warden can monitor with wireless laptop (in the designated evac area), the status of each floor / building. On the left is an overview of building floors, and display all actions in real time, when the last fire warden has checked his/her floor and is the last person to leave the floor, they press a special alarm to acknowledge that the floor has been succesfully evacuated.



Alarm presentation on web-interface

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Our Services

PACCS Clients

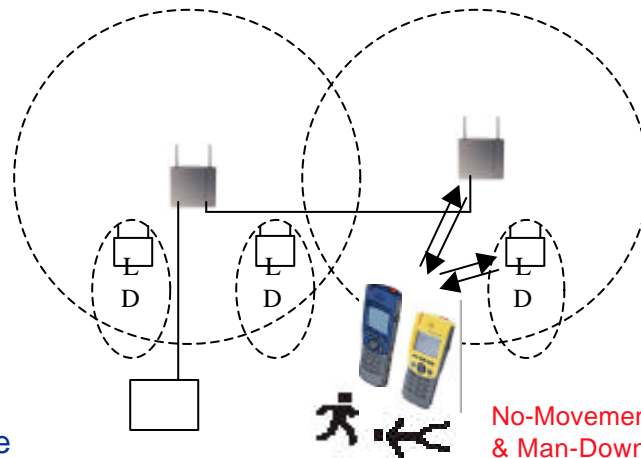
Contact us

The PACCS **NETcall** alarm feature presents alarms from pocket units and fixed alarm buttons in the Personal Security System. The PACCS **NETcall** is connected to one or more alarm modules. All users can have their own user ID and password.

A system administrator can easily customise the interface of the client for different users, and also give permission concerning acknowledge and reset of alarms. It is also possible to give permission concerning configuration and management for different users.

With PACCS **NETcall** alarms can be sent one by one, or by group, with up to 120 simultaneous alarms send to:

- Desk phones
- Cordless phones
- Mobiles
- Emails



User interface

- ✓ Graphical
- ✓ Floor/Site Plan
- ✓ No movement & Man Down alarms with PACCS **DECT handsets**
- ✓ Several alarms can be handled simultaneously
- ✓ Notes in log file
- ✓ Language (user interface & online help)



PACCS **NETcall** can be loaded with client's floor/building plans

Conference, automatic & manual

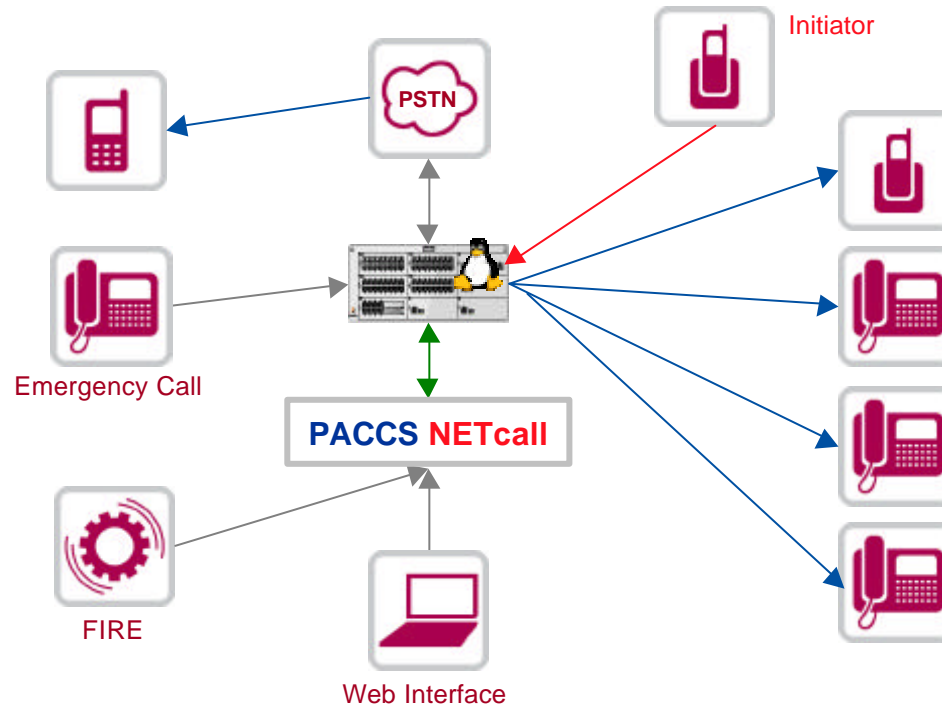
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Our Services

PACCS Clients

Contact us



- Recording of messages over a microphone or phone
- Evacuation message to DECT, internal and external phones
- Every alarm can initiate a conference for the mobilized persons
- Optional available 2 / 4 / 8 / 10 -60 party conference
- Authorized persons can start a conference by phone
- Easy configuration by web-interface in the intranet
- Statistics of the alarms and a analysis of the mobilization
- Module concept, for an easy upgrade

Intrusion, security & supervision

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Our Services

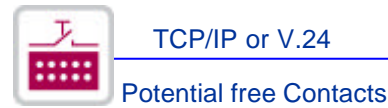
PACCS Clients

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User-friendly Management-Tools



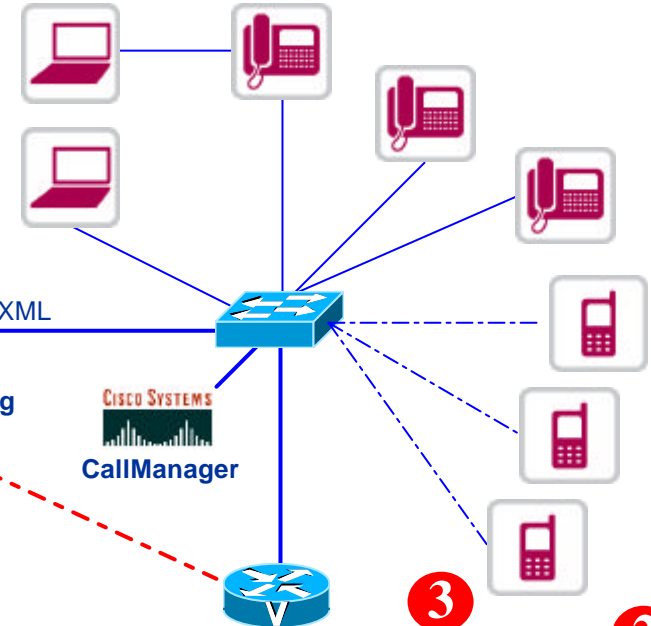
Administration and launching of Alarms over a Web-Interface



Building and Fire alarm Systems

PACCS NETcall

Conferencing and Alarm launching via Telephone



H.323 / XML

ISDN-Q.Sig

CISCO SYSTEMS
CallManager

IP WAN

PSTN

1800 IP

DECT

- Recording of messages over a microphone or phone
- Break-in monitoring through potential free contacts, house management system or SPS-control.
- Launch alarm over a web interface in your intranet
- Call for help over a phone
- Supervision of persons, who work at the same place
- Statistic of the alarms / conferences and a analysis of the mobilisation

Voice recording - emergency calls

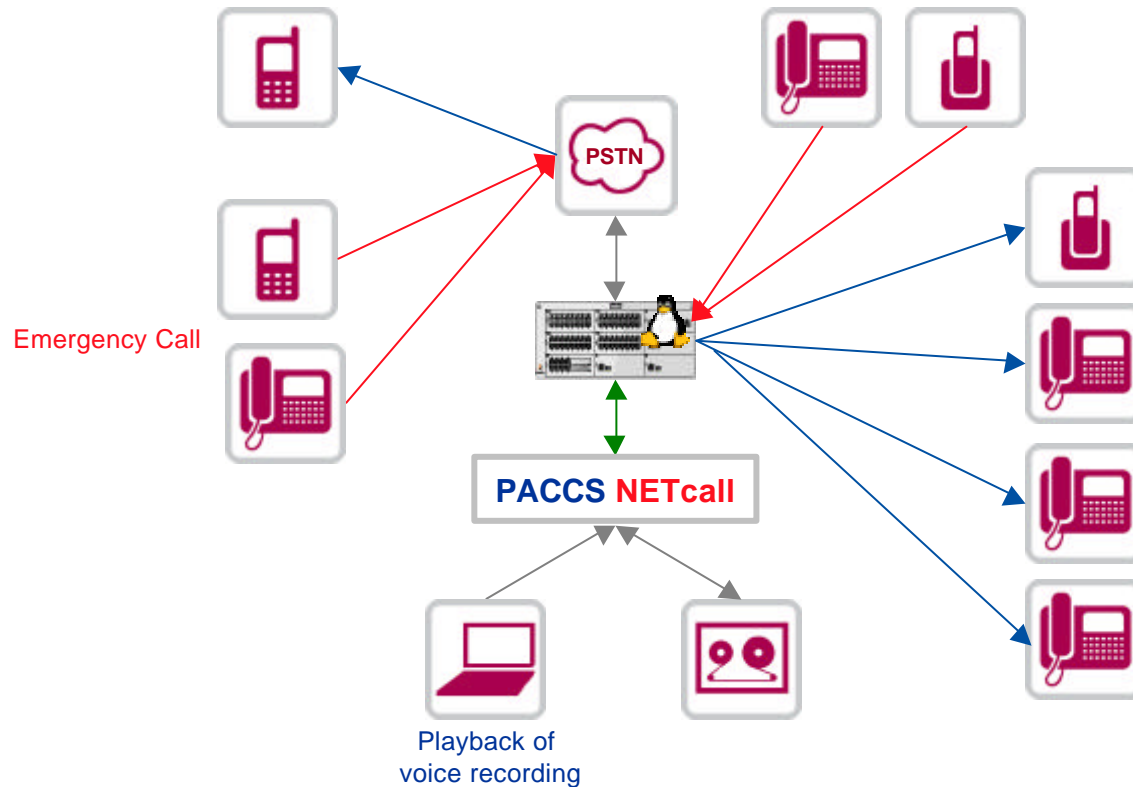
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Our Services

PACCS Clients

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- Recording of messages over a microphone or phone
- Every call to the reception will automatically be recorded
- Replay of recorded call, directly afterwards
- Recording of the whole call, even if the call was transferred
- Find the recorded calls by web-interface over the intranet
- Statistics of all calls
- Module concept, for an easy upgrade

Voice recording cont...

PACCS **NETcall**

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Our Services

PACCS **Clients**

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PACCS **NETcall** has many applications for:

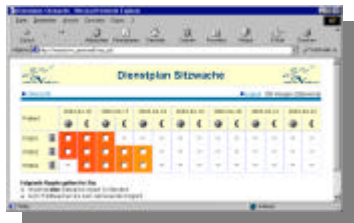
- ✓ Police
- ✓ Fire Brigade
- ✓ Ambulance
- ✓ Emergency calls e.g. bomb threats and other hazardous situations
- ✓ Legal calls
- ✓ Call Centre
- ✓ and other safety and business applications

PACCS **NETcall** voice recording features:

- ✓ Low cost Voice recording to DECT and fixed-phones
- ✓ Easy finding of recorded conversations by web-interface
- ✓ Playback of recordings on the web or on any phone
- ✓ Recording also on T0 / T2 trunks, analogue and UA sets and PCM

Different voice recording solutions

- ✓ Call recording of bri/pra-ISDN connections to the public network
- ✓ Call recording over conferences with three participants (in the PABX)
- ✓ Call recording over a PABX dedicated output
- ✓ Recording of conferences with two or more participants (max 60)
- ✓ Direct recording of analog and digital phone sets
- ✓ Broadcast messages



PACCS **NETcall** Mobilisation based on skills

If you have to call persons depending their skills, their last intervention and whether they are able to do this mission (not occupied by another task) then you run best with the skill based mobilisation from PACCS **NETcall** – for 50 to 8000 persons and more

Guard protection

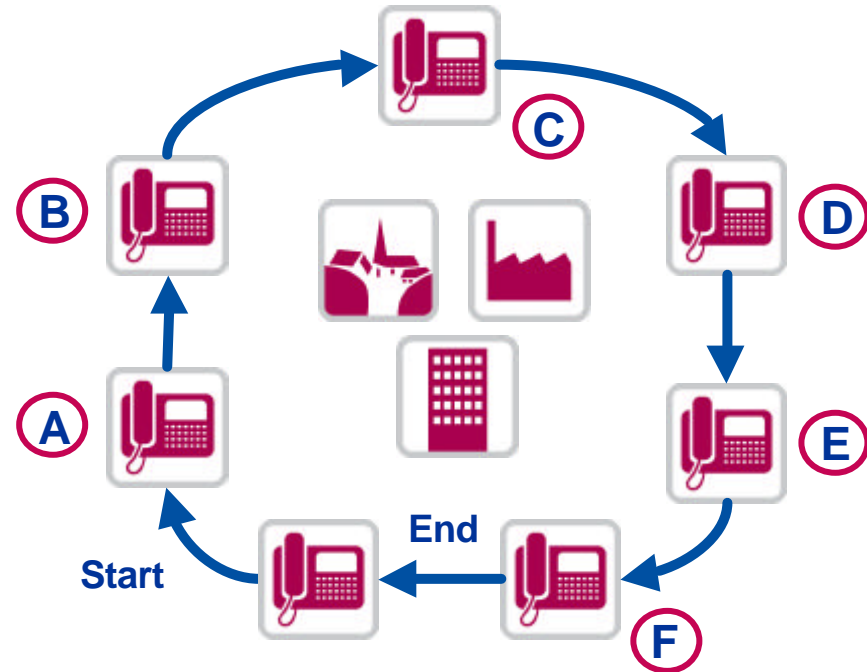
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Our Services

PACCS Clients

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Start-Code	spot A	spot B	spot C	spot D	spot E	spot F	End
4264	Ok	Ok	calling	-	-	-	-
Mo. 23:55	+7	+3	+3	4 / 6	7 / 9	3 / 5	Tu. 00:25

- The guard starts his tour with a phone call or the guard will be called periodically according to a schedule plan.
- The guard gets a valid code for this tour
- The guard starts his tour and confirms his position by calls from defined phones
- PACCS NETcall monitors the time between the calls and the entered code
- On timeout or if the wrong code was entered, PACCS NETcall starts an alarm

“Dead man” Supervision

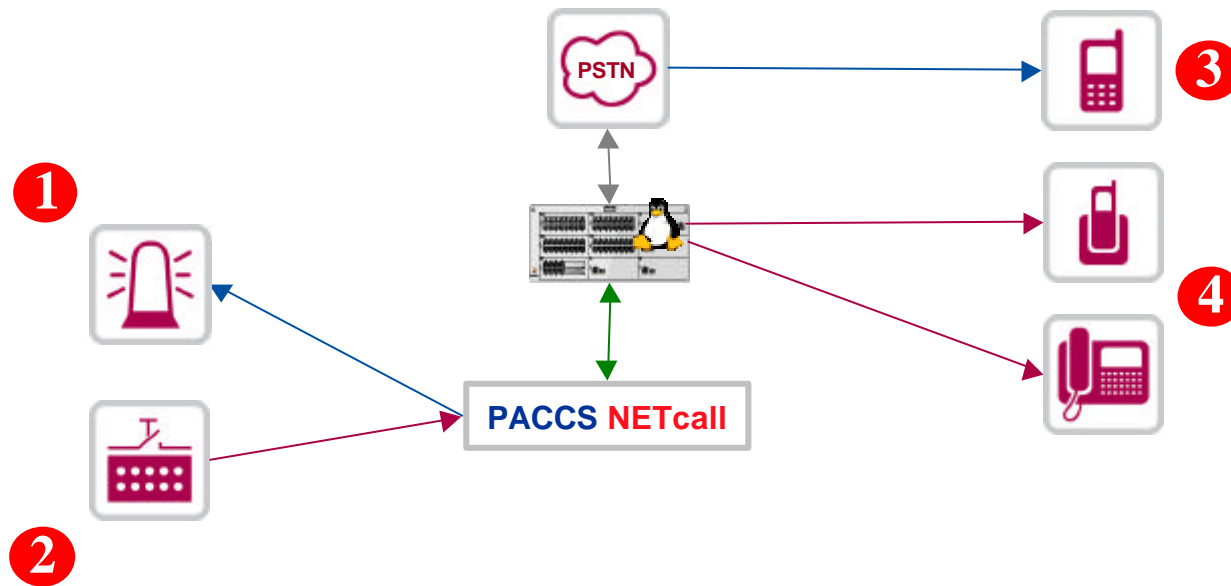
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Our Services

PACCS Clients

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Person supervised	Wifi 3219	Wifi 4275	Wifi 8210	Wifi 3220	-	-	-
Sector	Zone A	Zone D	Zone F	Zone A	-	-	-
Last call	-7	-3	-2: Alarm	-20	-	-	-

- The person / guard can start his own supervision by himself, by a phone call or through web-interface
- Depending on the configuration,
 - (1). PACCS NETcall calls a phone set and a relay to activate a light
 - (2). If the person does not press the button
 - (3). in a defined time, his mobile phone will be called
 - (4). If the call is not answered, an alarm will be launched to call a group of DECT / WiFi phone or mobile GSM phone sets
- One or several persons can be supervised in the same time in the same or different zones.
- Each action and each answer/ no-answer will be traced in statistic files

PACCS ND - Designer for Integration Network Alarms

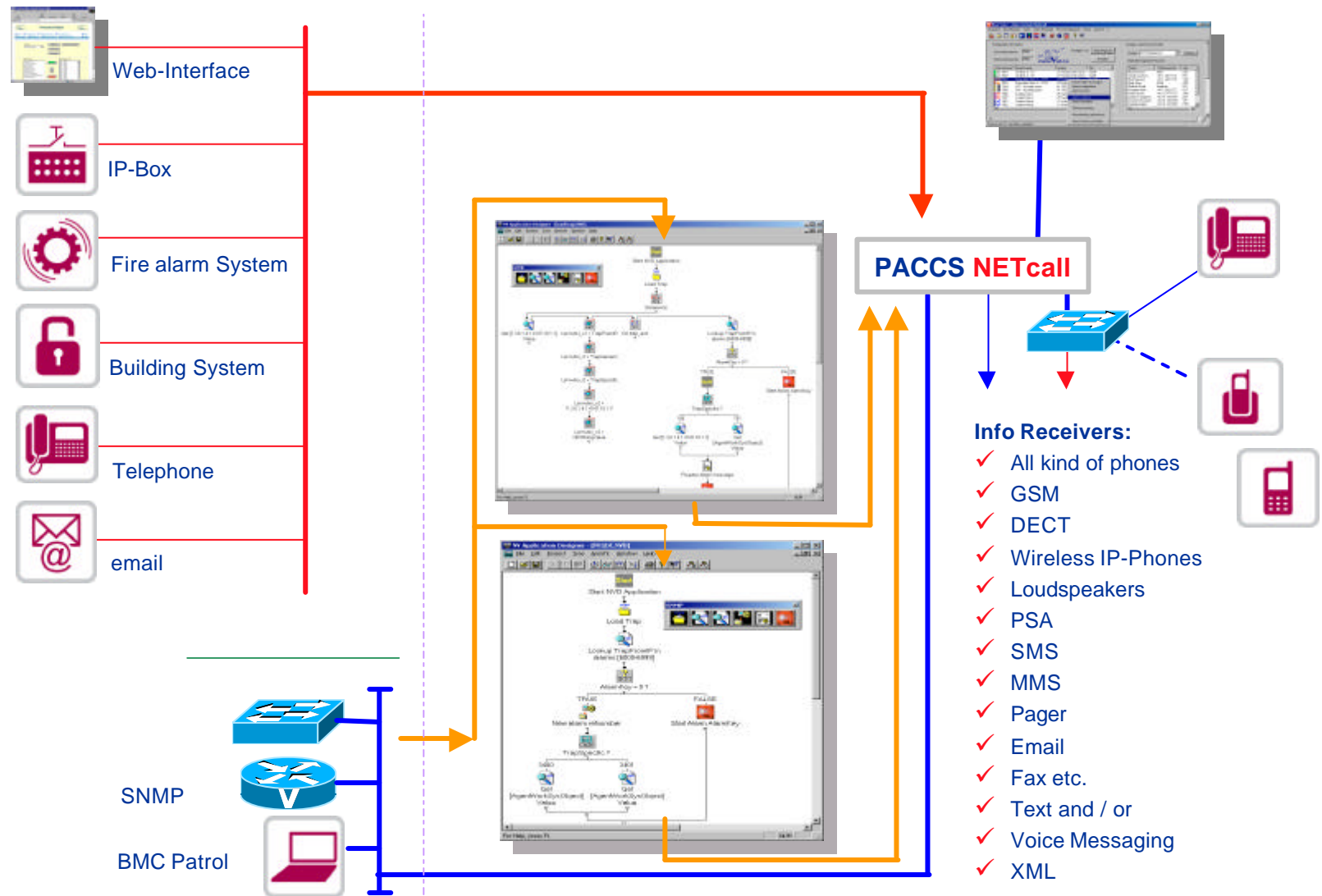
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Our Services

PACCS Clients

Contact us



- Info Receivers:**
- ✓ All kind of phones
 - ✓ GSM
 - ✓ DECT
 - ✓ Wireless IP-Phones
 - ✓ Loudspeakers
 - ✓ PSA
 - ✓ SMS
 - ✓ MMS
 - ✓ Pager
 - ✓ Email
 - ✓ Fax etc.
 - ✓ Text and / or
 - ✓ Voice Messaging
 - ✓ XML

PACCS ND - Designer for Integration Network Alarms

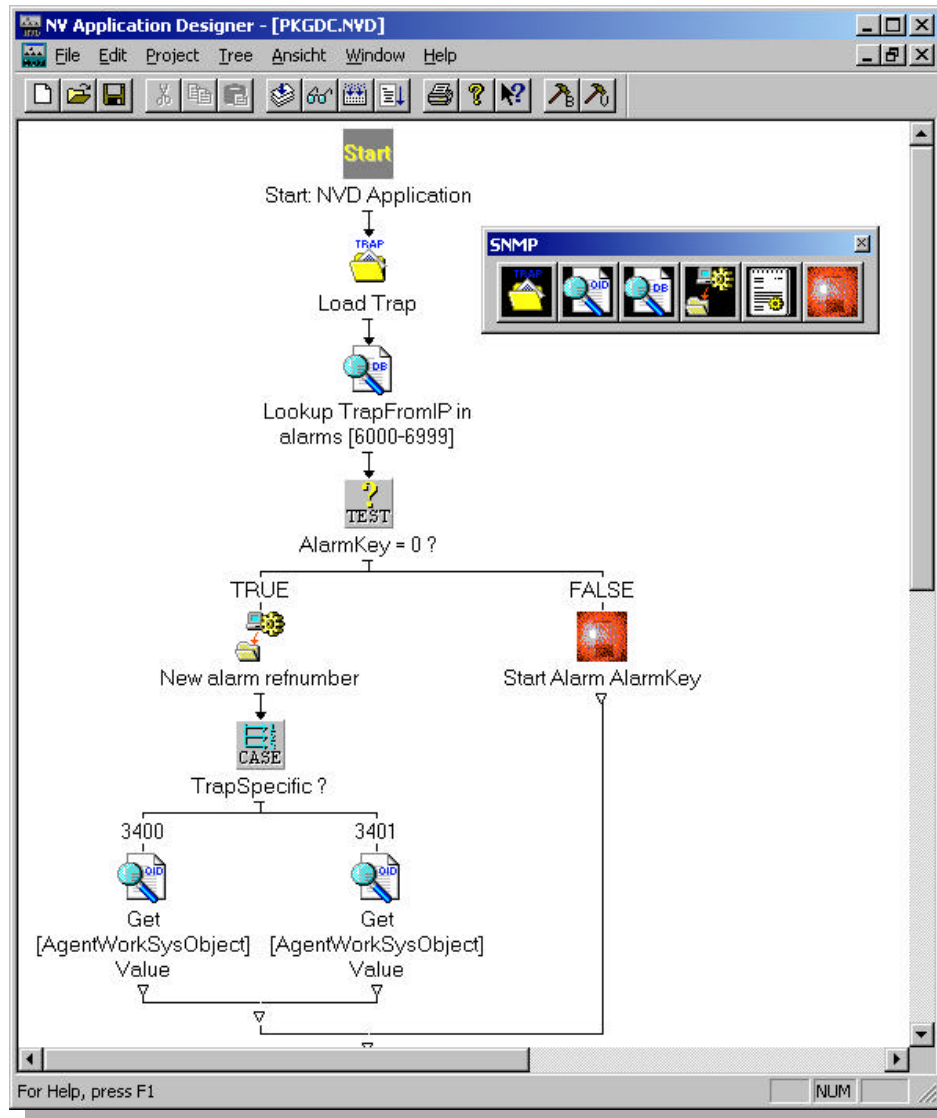
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Our Services

PACCS Clients

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Designer highlights

- ✓ Drag & Drop
- ✓ Flow-Chart for
1000 IP-Addresses
1000 OID markup and more
- ✓ Flexible
- ✓ Easy to use
- ✓ Direct Integration into PACCS NETcall

Our International Coherent Services

Business Partners

PACCS **NETcall**

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Our Services

PACCS **Clients**

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Helpdesk - 1300 765 543

- ✓ Monday - Friday, 9 - 5 business hours
- ✓ Sales & customer support
- ✓ After-market sales
- ✓ Remote access maintenance
- ✓ 48 hr Advanced Warranty Replacement Scheme
- ✓ Ask us about our "Easy Cash Flow" rental plan options

On site solutions

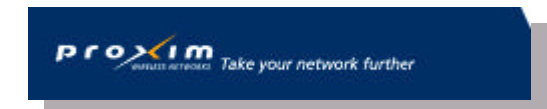
- ✓ Site surveys / assesments
- ✓ On site maintenance
- ✓ On site training
- ✓ Disaster recovery

Wireless Design

- ✓ Analysis
- ✓ Customisation
- ✓ System upgrades

Other services include

- ✓ WPBX & PABX
- ✓ Messaging & Paging Systems
- ✓ Video conferencing
- ✓ W-VOIP
- ✓ Micro communications
- ✓ BAR-code systems
- ✓ Wireless LAN
- ✓ RF tagging
- ✓ Facilities management
- ✓ Stress management solutions



Some of our international PACCS Clients

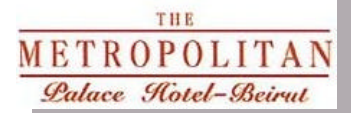
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Our Services

PACCS Clients

Contact us



THANK YOU

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Our Services

PACCS **C**lients

Contact us

Mikhaël van Aken

Communications Development Manager

