

Crime Alert Security captures RMR opportunities through use of Ai-RGUS software

Overview

Crime Alert Security, based in Sacramento, California, provides a wide range of security services, specializing in live video monitoring via proprietary AI detection technology. Recently, the company successfully carved out a specific niche into crime prevention using instant accurate AI detection systems. The need for surveillance, including 24/7 monitoring, is required to comply with certain state regulations/insurance requirements in certain public and private sectors.



Part of what makes Crime Alert Security so successful is that it provides customers comprehensive, customized security solutions. In addition to providing the highest quality remote monitoring service, they also care for other key parts of their clients' security operation. This includes ensuring that security camera systems work as intended.

The company considers this part of offering a comprehensive service because if there is a security incident at a client location and the camera system was not working, then the event could not be handled. In certain sectors this would also put that client out of compliance.

The challenge

When it comes to security camera maintenance, checking on each system to see it is working has traditionally been a manual process of logging into each system, verifying that all the cameras are live, showing a clear and correct image, and that they are recording.

This task is not only tedious and time-consuming, it also negatively impacts Crime Alert Security's business model. When a technician is completing repetitive maintenance tasks, they are not creating any revenue for the business.

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There are so many other things that need to be done and it is ultimately a loss-loss scenario," says Ilan Frank, founder of Crime Alert Security.



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Not only that, it can be unreliable to manually perform maintenance tasks—humans make errors, they can get tired, or simply not have enough time to complete this task regularly and in a timely fashion. To Crime Alert Security, their brand name is everything; a system that malfunctions and nothing is done about it or that they did not know that it was malfunctioning could jeopardize their reputation. And if something happens at that location and the camera was malfunctioning, they would not be able to catch or prevent the issue.

In short, maintenance has always been something that must be performed but is a concern when growing a remote guarding business. Traditionally, maintenance checks hurt the bottom line, stymie growth, and impact the company’s reputation and potentially even introduce liability.

The solution

Crime Alert Security turned to a new technology solution in 2021 to address the challenge of maintaining security camera systems. They worked with Ai-RGUS to provide additional protection for clients’ investments in security cameras while improving security via artificial intelligence software.

Through a subscription-based AI camera system software, Crime Alert Security now has the capability to automatically verify camera liveness, image clarity and correctness, and recording availability. And if things are not working as they should, clients and their security team are alerted automatically as problems arise.

Security camera system maintenance is automated and proactive now, which means that Crime Alert Security knows about problems as they happen and gets to work on fixing them in very short order. Therefore, clients in highly regulated industries—like the cannabis industry—can be certain they will have the security footage they need, when they need it.



The results



Crime Alert Security calculated that they save \$500,000 per year



Since deploying the new software across all of its systems, **Crime Alert Security has witnessed several positive business outcomes.** Through the use of innovative software, Crime Alert Security offers clients a complete experience that other security companies don't provide. It now offers a full-service maintenance solution and peace of mind to clients.

Now that security camera maintenance is performed through Ai-RGUS, **Crime Alert Security calculated that they save \$500,000 per year in wages** that otherwise would be put toward technicians manually checking systems.

Instead, Crime Alert Security has **reclaimed its ability to create value** when it comes to maintenance with the time they save.

Before Ai-RGUS, they would have no option but to wait for a customer's call to fix or replace something. Now, Ai-RGUS alerts the company to any issues as they happen, so they can call the customer and be proactive about service calls.

With the data that Ai-RGUS tracks they can prove the need for another visit. It also means that Crime Alert has awareness into the need to replace or upgrade camera system hardware including switches, servers, and hard-drives all of which generates profits for the company.

Therefore, in addition to being able to charge customers for software licenses to Ai-RGUS, Crime Alert is able to generate additional, recurring revenue, from the information they receive from managing their customers' camera systems.



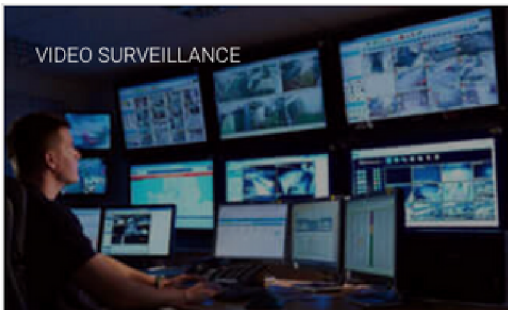
About Crime Alert Security

Crime Alert Security, based in Sacramento, California, has been providing award-winning security services for homes and businesses in the Western United States since 1994. Its experienced team of security specialists have extensive knowledge in today's security industry.

Clients can rest assured knowing Crime Alert Security designs and delivers customized solutions to protect homes and businesses from vulnerabilities such as burglary, fire and vandalism. From monitored systems to live video surveillance, the company offers a wide range of solutions. Crime Alert Security's experienced staff works closely with clients to tailor a security package designed to meet their business' specific needs.

Crime Alert Security covers:

- Live Video Monitoring
- Burglary
- Surveillance
- 24-Hour Monitoring
- Access Control
- Security Consultations & Written Plans
- And more



VIDEO SURVEILLANCE



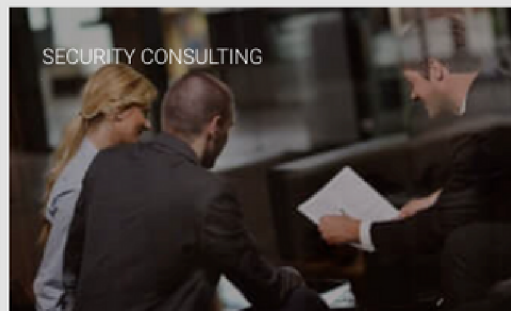
COMMERCIAL AND RESIDENTIAL SECURITY AND FIRE



ACCESS CONTROL



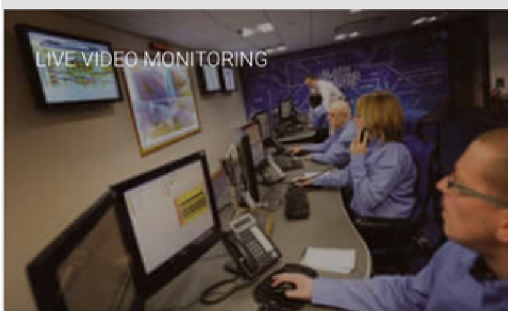
MOBILE SECURITY SOLUTIONS



SECURITY CONSULTING



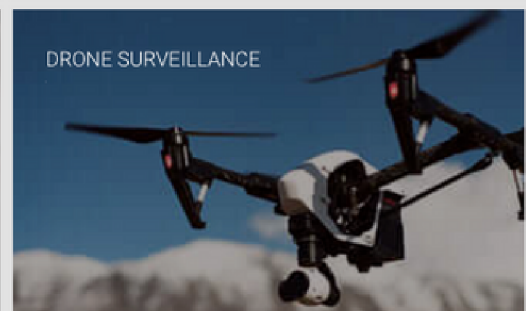
IT SOLUTIONS



LIVE VIDEO MONITORING



WIRELESS SECURITY SOLUTIONS



DRONE SURVEILLANCE

About **Ai-RGUS**

Ai-RGUS is an artificial intelligence 100%-software solution that makes security camera system maintenance easy. Initially developed to manage Duke University's 2000+ camera system and now deployed in all 50 US states, Canada, and abroad, it automatically alerts of any problems, including cameras down/unclear views, and cybersecurity vulnerabilities and automatically alerts the security team otherwise.

When you buy a security camera system you expect it to work when you need it and to have evidence after any incidents. Ai-RGUS enables you to be proactive about maintenance and to be profitable offering this as a service.



AI CAMERA VIEW DIAGNOSIS: VIEW IS **BLOCKED**



SYSTEM ALERTS

📺 No recordings in the last 5 hours

💾 Storage drive: bad sector

💾 Hard drive write error

🚫 Camera not live

📶 Camera live, image missing

📁 Recordings retrieval problem

Schedule your demo of **Ai-RGUS** today!

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