

A person with short dark hair and glasses, wearing a light-colored sweater over a collared shirt, is looking at a laptop in a server room. The room is filled with rows of server racks and multiple computer monitors displaying data and code. The entire scene is overlaid with a semi-transparent blue filter.

SENTRY™
SYSTEM HEALTH MONITORING



SENTRY™

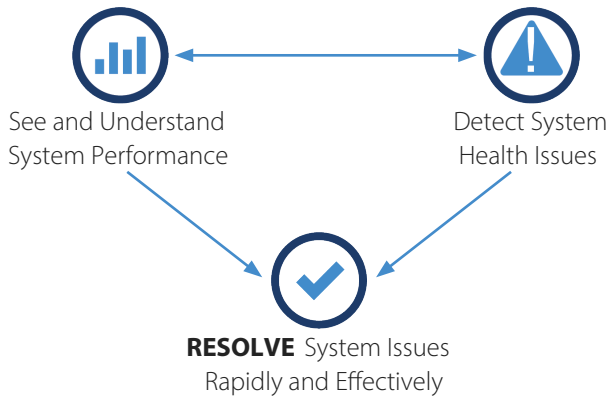
Demystifying Your Security Program

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Executive Summary

Through MCA's cutting-edge MCASentry™ platform, the status, activity, and performance of every IP-based security device on the client's network are continuously monitored. By providing clear visibility and understanding of system health, MCASentry expedites resolution times, minimizes risk, and facilitates more effective management.



See and Understand System Performance

Sentry's visually rich dashboard provides unparalleled insight into the condition and operation of all IP-based security devices, along with the overall security network. The inclusion of color-coded indicators and graphical representations significantly simplifies the comprehension of the desired state. This empowers both technicians and clients to establish benchmarks and thresholds, with the option to configure alerts when these thresholds are exceeded.



Real-Time Issue Identification Speeds Priority Response

Equipped with a profound comprehension of the security system's optimal condition, alongside detailed real-time alerts, technicians and clients can address system health concerns with contextual awareness. This goes beyond mere knowledge of the "what/when/where" of an issue – it encompasses understanding the significance of the device, its expected functioning, and the most appropriate and prompt response.

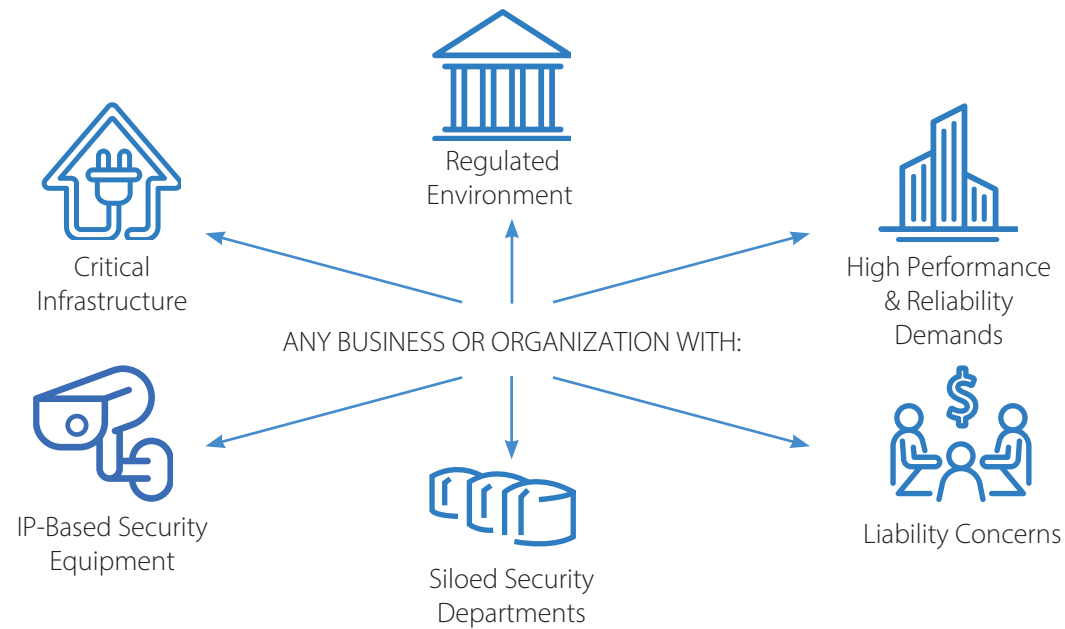


Detect Specific System Health Issues

The real-time alerting system functions as a security "check engine" light, delivering in-depth notifications regarding precise system health issues.

- Device Data Traffic Throughput
- Critical Service Failure
- On / Off
- Device Website Access
- Access Control
- Hard Drive Failure
- Recording
- Memory Availability
- System Wide Power Failure
- CPU
- Bandwidth
- Temperature
- Backup Power Failure

Your Dashboard In Action

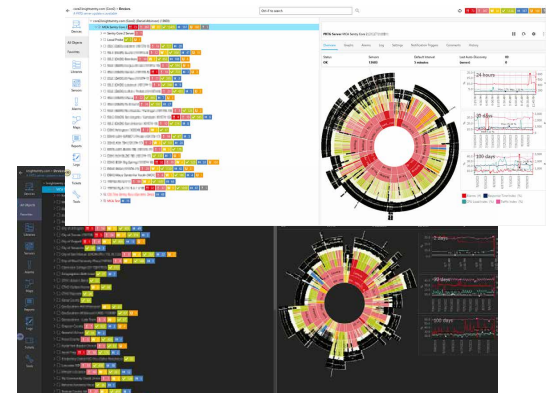


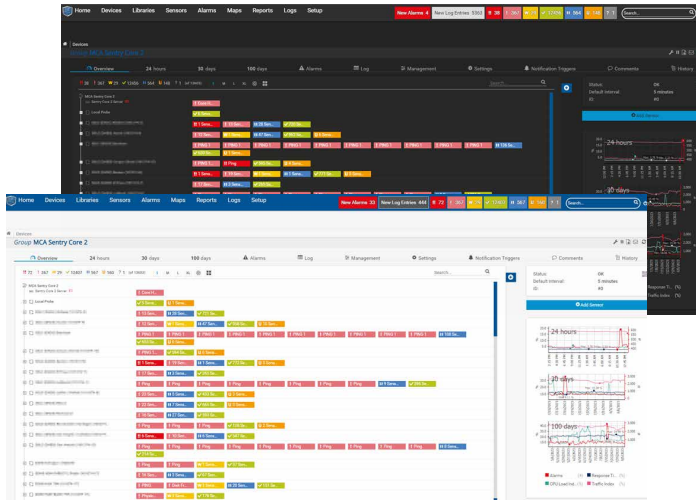
Real-Time System and Device Statuses Across All Client Facilities

The dashboard offers MCA technicians and clients real-time insights into system and device status across all client facilities. This is presented through an intuitive interface, featuring color-coded alerts and graphical representations for swift issue identification and analysis. Comprehensive device information and heuristic network traffic analysis are provided, ensuring an ongoing, detailed understanding of system health. This enhances case management efficiency.

Sentry's Camera Dashboard Includes:

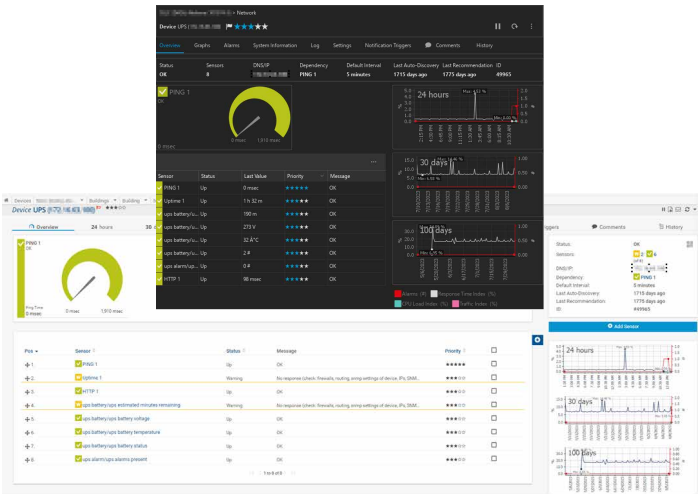
- Beautiful, highly graphic and intuitive interface
- Detailed device information
- Heuristic network traffic analysis
- Color-coded, highly detailed alerts of system health issues (your "check engine" light for security)
- Shareable documentation of system health, uptime performance, issues, and resolution over time
 - Automated or on demand
 - Daily, weekly or monthly data windows





Sentry's Video Recording Dash
 The dashboard for video recording services is designed to efficiently present and maintain records of the camera's current operating runtime, active periods, and available battery life. This centralized interface focuses on sensor-based camera activation and recording.

Sentry's Battery Alert Dash
 Through a unified interface, you can easily assess the remaining charge in your security devices and battery backup units. This includes estimated timelines for battery life and priority status alerts, all conveniently presented in a single view.

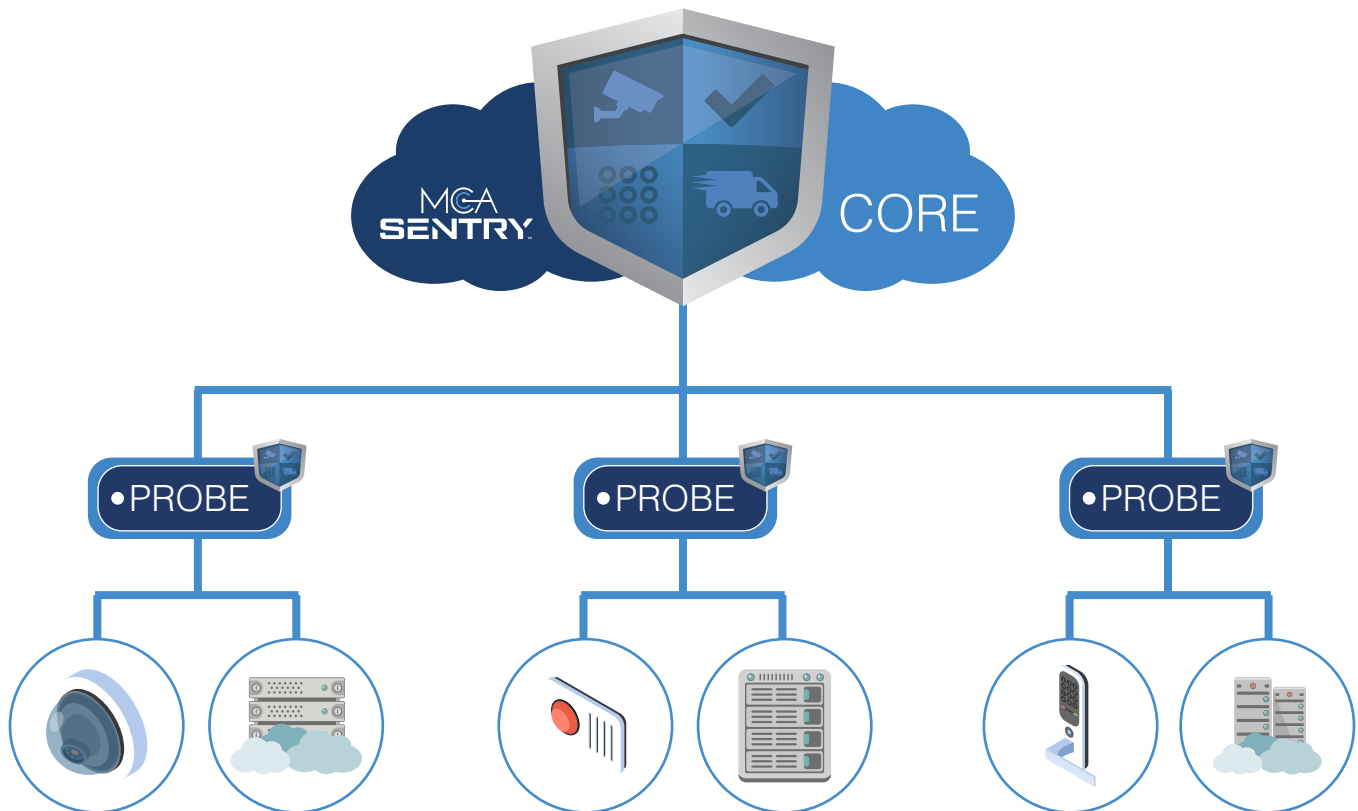


Sentry's Sensor Alert Dash
 Using the same interface, you can conveniently monitor the status of all your building sensors. This includes standalone sensors (voltage, motion, etc.) as well as those integrated into access control systems (windows, doors, etc.). Real-time updates for each sensor's status are readily available..

Sentry VNC Core Architecture

About the VNC Core

- Handles all monitoring metrics processing, storing them in the database.
- Manages access through user/group permissions, enabling data viewing via authorized consoles.
- Oversees alerts and notifications.
- Accessible through HTTP/HTTPS using a standard AJAX-capable browser (Chrome/Firefox recommended; IE 11+ supported).



The MCA Sentry solution incorporates patented Core hardware and Probe software. Through the Probe software, devices are actively assessed to gather health and performance data, securely communicating with the Core. The Core manages device metrics, alerts, data storage, and user authentication/control. The entire system's health insights are conveniently accessible and actionable through the Sentry dashboard.

About the Probe Software:

- Operates both locally and remotely.
- Collects health and performance metrics and data from any and all synced network devices.
- Multiple Probes distribute monitoring load across different physical CPUs, reducing strain the core.
- Scalable without licensing fees.
- Establishes connection to Sentry's Client Support Center via a single port (default: 23560).



Deployment Options

Secure, Hosted Service

MCA provides monitoring and support through SecurePlan service level agreements:

- SaaS — Internet-base
- No capital investment
- Pay for what you use

On Premise/Licensed Software

Client performs system health monitoring and support in-house:

- Ideal for highly secure/closed networks
- Installed on physical or virtual machine meeting minimum requirements
- Sold in bundles of sensors

Sentry is ideal for any business or organization with IP-based security equipment and critical infrastructure, a regulated environment, liability concerns, high performance and reliability demands, and/or siloed security departments.

Reporting

Sentry enables technicians and clients to create shareable documentation of how the security system is performing, as well as any issues that arise (and the resulting resolution).

Capabilities

- Automated or on-demand
- Daily, weekly or monthly data windows

Benefits

- Demonstrates the value of security investments
- Provides historical data to improve budgeting and forecasting for future needs
- Helps address compliance mandates

When it comes to choosing the right partner for your security needs, there are several criteria you should consider – customer service expertise, responsive tech support, remote support, a trusting relationship, the capacity to identify and mitigate threats, effective tech support and updates, and expertise and experience. MCA meets all these criteria and strives to go above and beyond your service expectations. With the **SecurePlan™** program, take advantage of all these benefits within a service level agreement.

Customer Service Expertise



Within our Client Service Center (CSC), we leverage over 20 years of collective experience in the security industry, along with certifications and specialized training, to diligently monitor your health system — swiftly identifying and addressing any potential issues that may arise.

Responsive Tech Support



Our extensive capabilities for onsite and remote repair/diagnostics aren'table. With over 80 strategically positioned offices across 13 states, we guarantee swift service and enhanced uptime, providing you with valuable support whenever and wherever you need it.

Remote Support Services



Alongside our onsite visits, our team possesses the ability to resolve over 50% of issues remotely. This remote troubleshooting capability ensures efficient problem-solving without the need for physical presence, saving you time and minimizing disruptions to your operations.

Trusting Relationships



MCA values transparency and openness as integral components of successful partnerships, and we prioritize fostering strong and trustworthy relationships with the thousands of clients, employees, and communities we serve.

Threat Identification & Mitigation



When selecting a partner, it is crucial to prioritize those with a robust strategy in place for actively monitoring, identifying, mitigating, and addressing threats. The effectively identify and mitigate threats is essential for ensuring the security and protection of your organization.

Effective Tech Support & Updates



A reputable security systems company possesses essential infrastructure for ensuring operational continuity. Moreover, it regularly updates software and upgrades technology to address emerging threats and close any security vulnerabilities.

Expertise & Experience



With centuries of combined experience, MCA's executive team has successfully undertaken notable high-profile design and install projects for government agencies, power and utility companies, and Fortune 500 corporations.

MCA's exclusive **SecurePlan™** program is designed to cater to all your growing security needs cost-effectively, work to protect your budget from the unexpected, and SLA options provide clients with much more than a "simple warranty." MCA offers a flexible service level agreement (SLA) option to meet any coverage need.

Fundamental SecurePlan Limited™



SecurePlan Limited™
24/7 system health monitoring + alerts + software updates

Comprehensive SecurePlan™



SecurePlan Limited™ + SecurePlan™
Proactive resolution + onsite support with guaranteed same-day response *(includes free loaner equipment, annual function tests and software updates, and as-needed replacement for all devices)*

Highest Security Environments SecurePlan™ 24



SecurePlan Limited™ + SecurePlan™ + SecurePlan24™
24/7 onsite service with guaranteed 4-hour response window

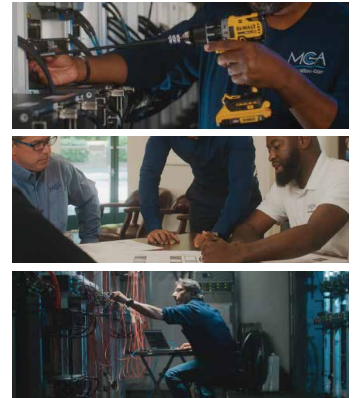
Who is MCA?

MCA is one of the largest and most trusted integrators in the United States offering world class voice, data, and security solutions that enhance the quality, safety, and productivity of customers, operations and lives.

Enterprise leaders faced with problems from communication gaps, security challenges, and data threats choose MCA's certified teams to design, implement, and maximize solutions, from the most trusted and reliable US-based manufacturers.

These leaders love the assurance of MCA's local sales and service teams, being there in the moments that matter throughout the life of the solution.

More than 65,000 customers trust MCA to provide carefully researched solutions for a safe, secure, and more efficient workplace. As your trusted advisor, we reduce the time and effort needed to research, install, and maintain the right solutions to make your workplace better.



What We Do

We pride ourselves on employing experts who understand the latest cutting-edge wired and wireless voice, data, and security technologies for your specific industry. We pursue only the most effective solutions to fit your budget and meet your exacting needs. Some of the industries we collaborate with are outlined below:

- Manufacturing
- Construction
- Education
- Fire & Rescue
- Emergency Services
- Healthcare
- Hospitality
- Law Enforcement
- Logistics
- Public Safety
- Security
- Utilities
- Recreation
- Retail
- Transportation



The MCA Difference | A Service-First Approach

What does it mean to take a service-first approach?

At MCA, we provide service wherever and whenever it is needed. In short, our greatest commitment is to serve our employees, our customers, and tens of thousands of individual communities across the United States.

The MCA advantage is our extensive service portfolio to support solution life-cycles from start to finish combined with our team of certified professionals. As your trusted advisors service is woven into the DNA of our company. It is more than a motto — *it is who we are.*

Large-Scale Support and Local Management

As a family company, MCA furnishes its clients with all the management and support advantages of a local business while also offering a vast array of state-of-the-art security and communications solutions.

Despite being a large enterprise, we're embedded in the communities we serve — with teams equipped with the experience, knowledge, and expertise needed to provide the most advanced solutions possible.

THIS IS THE MCA DIFFERENCE.

MCA

