



MANITOU[®] CLOUD SERVICE



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MANITOU CLOUD SERVICES OVERVIEW

Manitou Cloud Services is a hosted solution for your alarm monitoring system that provides unparalleled flexibility. With the ability to connect from anywhere via the internet, this solution removes the responsibility of infrastructure and software management from customer organizations. As a result, it assists customers in achieving a lower total cost of ownership (TCO).

Furthermore, Manitou Cloud Services alleviates central monitoring stations from the challenges of infrastructure management, delivering an exceptional monitoring solution at a fraction of the initial cost. Ongoing IT maintenance expenses are also reduced since servers and other hardware are expertly maintained by Bold Group.

Manitou Cloud Services includes Manitou alarm automation software, PBX, receivers, and telecom lines, housed in a UL-Certified data center. Our fully hosted solution removes the need to house and manage servers and other on-site infrastructure.

We provide central station and control center automation that delivers “One Point of Control” to improve efficiencies, increase revenue, and reduce costs.

We pride ourselves in maintaining the highest level of software solutions, product support, and customer service available.

COMPLIANCE MADE EASY

Streamline UL compliance with transparent operations and ready access for alarm industry compliance auditors.

REDUCE STAFFING CHALLENGES

Forget about the need to hire, train, and retain specialized staff for a 24/7 IT operation. We'll take care of it.

CONNECTED ANYTIME. ANYWHERE.

Allows employees to access Manitou anytime from a preauthorized computer with a web browser and an internet connection.

HARDWARE MAINTAINED

A fully hosted solution means you'll no longer have to worry about unexpected repairs or regularly scheduled maintenance.

REDUCED TOTAL COST OF OWNERSHIP

Our solution enables significant cost reduction across the business, including hardware, software, and staffing.

SCHEDULED SOFTWARE UPDATES

All Manitou software updates are provided anytime they're needed, enabling your IT team to focus on more important tasks and ensuring you have the latest updates.

CERTIFIED CLOUD SOLUTION

Designed around UL 827 certification, delivering a cutting-edge, cloud-based automation service that meets and exceeds redundancy requirements and enhances your disaster recovery capabilities.

STATE-OF-THE-ART DATA CENTERS

Our data centers are fully aligned with UL requirements and operate within fully-staffed, round-the-clock, SSAE 16 Type II, HIPAA-compliant facilities.

ADVANTAGES OF USING THE CLOUD

Cloud computing has a lot to offer the alarm monitoring and security industry. Your business can use the cloud for a lot more than just document storage. The following are some of the most significant benefits of using a cloud-based platform for alarm monitoring:

ELIMINATE NEED FOR ON-PREMISES HARDWARE:

Using cloud-based alarm monitoring, there is a reduced need for on-premises hardware. You can move your infrastructure in part or in entirety to a secure, protected location. Going forward, you only need phones and workstations on-premises. No servers, receivers or alarm software implementations are needed.

IMPROVE SECURITY AND RELIABILITY:

Cloud services are usually hosted in data centers. These typically offer more security and reliability than is possible with on-premises hardware. In other words, you don't have to worry as much about cyber threats or outages.



REDUCE CUSTOMER FRUSTRATIONS:

The consistency of cloud alarm monitoring means that your customers won't be frustrated by outages. Increased customer satisfaction can lead to improved revenue.

CUT MONITORING COSTS:

In many cases, your security business can access best-in-class technology that would otherwise be significantly more expensive. This means you enhance your monitoring capabilities and cut down on operational expenses, which allows you to reduce costs, including telephony, and offer more features to your customers.

FAMILIAR USER EXPERIENCE:

If you switch from an on-premises monitoring solution to a cloud version of the same software, your operators likely won't know the difference. The user experience can be almost identical, meaning there are no retraining costs for switching.

SIMPLIFIED MAINTENANCE:

Switching to cloud-based alarm monitoring also means that you are outsourcing the hardware and software maintenance to the service provider. Furthermore, in many cases, you can get expert help with the implementation and configuration of software for your team. In other words, maintenance is simpler and faster.

FLEXIBLE AND SCALABLE GROWTH:

Typically, cloud services can be scaled significantly with minimal cost. You don't need to increase the scope of your license and keep growing your business. Cloud allows you to use our existing receivers to expand customer base without investing in multiple receiver platforms.

MANITOU CLOUD SERVICES OFFERINGS

Access the full power of Manitou with less cost and maintenance headaches. Manitou Cloud Services provides you with the necessary infrastructure to operate your central station or security operations center, either in part or in its entirety, through a secure online interface. Bold Group partners with industry-leading telecommunications company, OneTel, to provide a stronger and more comprehensive solution for monitoring centers of all sizes.

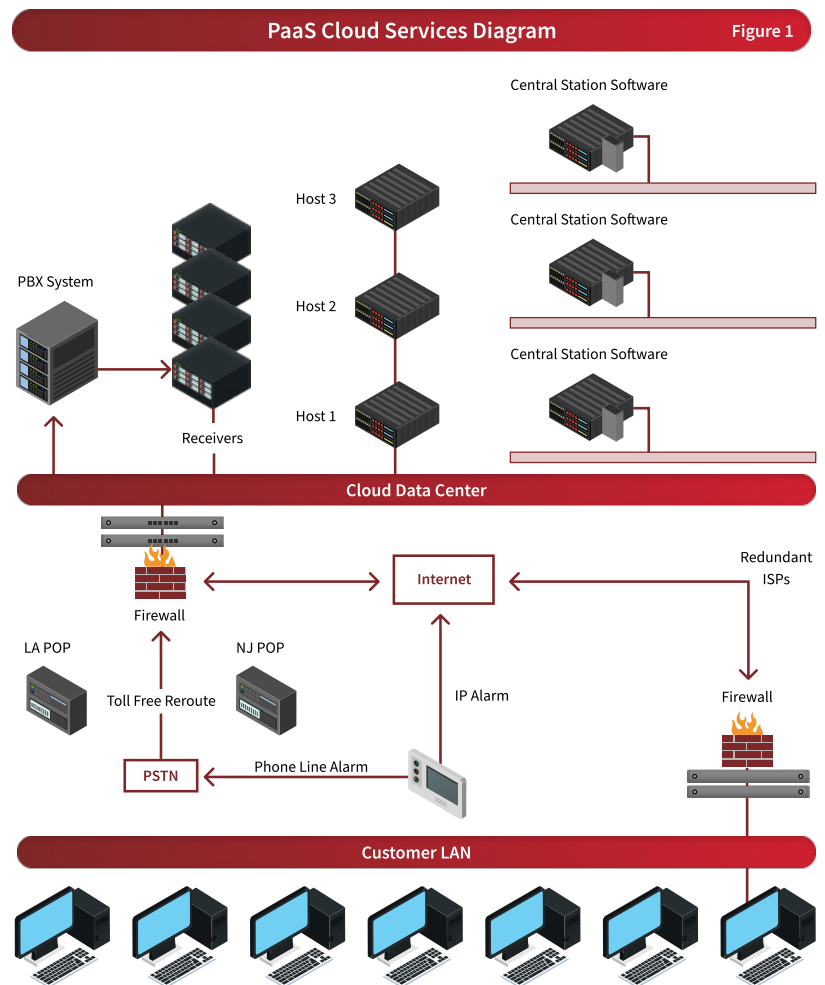
Find the Manitou Cloud Services package to fit your needs:

MCS | PAAS (PLATFORM AS A SERVICE)

✓ Everything in the Cloud

This complete package provides all the technological infrastructure and software needed for your central station, including Manitou or ManitouPSIM, servers, receivers, PBX, and telecom lines.

- Provides entire alarm automation and receiver infrastructure in two UL locations in two separate areas of the country
- Saves the cost of all automation servers/SQL licensing, all receivers, network/telecom equipment associated, and utilities for all locations
- Saves labor on server maintenance, receiver maintenance, network/telecom maintenance for all locations

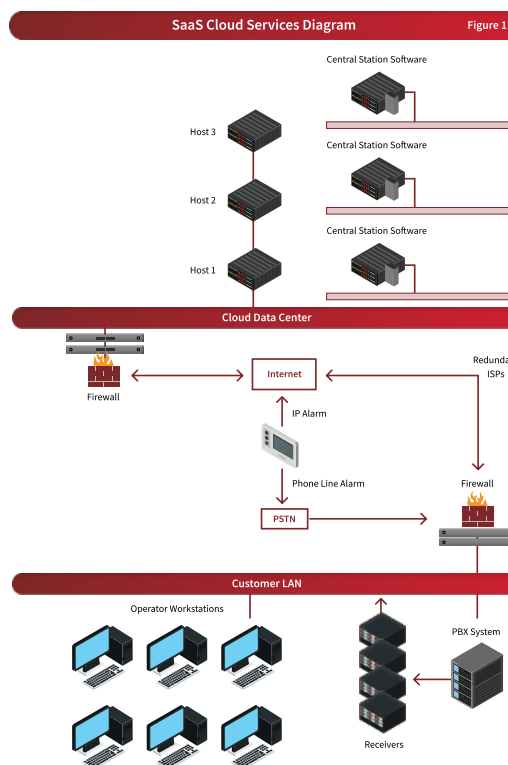


MCS | SAAS (SOFTWARE AS A SERVICE)

✓ **Software and servers in the Cloud**

A package for businesses who already have receivers and telecom lines they wish to utilize. Only servers and software are provided in the Cloud.

- Provides alarm automation software in two UL locations
- Saves the cost of all servers/SQL licensing for all locations
- Saves labor on server maintenance for all locations



MCS | DR (DISASTER RECOVERY)

✓ **Data Replication in the Cloud**

A Disaster Recovery solution which keeps your data replicated in the Cloud for failover in the event of an emergency.

- Provides a second location for any UL central station requiring a backup facility and cold failover capability
- Saves the cost of backup servers/SQL licensing, receivers, network/telecom equipment, leased space/ownership and utilities associated
- Saves labor on server maintenance, receiver maintenance, network/telecom maintenance at backup location

MCS | DR 90/10 (DISASTER RECOVERY 90/10)

- ✓ **90% of signals on-premises**
- ✓ **10% of signals through the Cloud**

This package allows you to run 10% of your signals through the Cloud with immediate failover for the other 90% in the event of an emergency. Use this solution to meet your UL 827 secondary site requirements.

- Provides a second location for any UL central station requiring a backup facility and hot failover capability
- Saves the cost of backup servers/SQL licensing, receivers, network/telecom equipment, leased space/ownership and utilities associated
- Saves labor on server maintenance, receiver maintenance, network/telecom maintenance at backup location

MANITOU CLOUD SERVICES MODULES

With Manitou Cloud Services you can add on any modules available in Manitou to allow your system to grow as your business grows. Whether you want to offer new services or improve efficiency in call and alarm handling, you have a variety of modules to choose from.

Manitou enhancement modules overcome barriers and allow you to maximize your business opportunities.

- **Bold MediaGateway** modules allow multiple integrations for custom configurations within your Manitou system to meet specific customer needs.
- **Business Enhancement** modules enable flexibility in reporting processes and drive operational excellence.
- **Revenue Generation** modules allow monitoring centers to expand their offerings and increase revenue opportunities from new and existing customers.

AUTOTEXT:

AutoText uses SMS technology so Manitou can send and receive text messages to easily manage low priority alarms. Autotext includes three standard templates to easily handle the most common scenarios. Since text messages are read 200x faster than emails, AutoText provides the fastest and most efficient way to communicate with your customers.

BUSINESS CONTINUITY SOLUTIONS:

Continue business operations during a natural disaster or an emergency situation that threatens your facilities. This takes the maintenance out of a disaster recovery solution; assets include data backups,

phone lines setup, VPN setup, facility maintenance, and IT support.

UNIVERSALCONNECTOR

A software receiver that converts communications via SMS, email, ODBC database, FTP, TCP, GPRS, RSS, UDP and simple files into regular signals that are delivered into Manitou. Easily process non-traditional transmissions without requiring development resources.

BOLDTRAK

Provide services like asset protection, fleet/vehicle tracking, and remote emergency response using the GPS product of your choice. BoldTrak supports any GPS tracking or emergency device that transmits through GPRS, SMS, web services, or email. Includes a web portal that allows users to view their devices or make changes to their account, such as creating or modifying geofences.

VIRTUAL OPERATOR

Action, suspend, or close out alarms without operator intervention. The Virtual Operator handles assigned signals and enables the Manitou system to automatically respond to an alarm event. The Virtual Operator can send emails, faxes, text messages, reverse channel commands, and Bold MediaGateway messages.

ACCOUNTING INTEGRATION

Integrates with SedonaOffice and Managely software platforms. Monitoring centers can schedule, track, and invoice all service calls while ensuring the central station knows exactly which systems are on test. Data entry time is minimized as customer information is linked automatically.

BOLDNET

With the BoldNet Web Access System, customers can access their accounts in Manitou from any location with internet access. BoldNet is brandable and includes a customizable home screen which provides key statistics at a glance - a must for any dealer on the go. Customers can view, add, and update account information, and even enter new accounts online based on their user permissions.

VIDEO CONTROL CENTER

Use the Video Control Center module to integrate alarm handling and video into one system through the Manitou automation software. The ONVIF Compliant Video Control Center offers graphically enhanced floor plans, video routes, field of view perspective, and a customizable Media Matrix for viewing video. Manitou is compatible with over 60 video products.

OPEN VOICE

An interactive voice response system proven to improve response times and provide better service for emergency alarms. OpenVoice Outbound helps manage low-priority alarms by generating automated calls using Text-to-Speech and allows for contact acknowledgement; OpenVoice Inbound references Caller ID to direct calls to the right agent or department.

TWO-WAY PLUS

A two-way voice solution which ties voice calls and alarms together using Caller ID recognition and tracking. TwoWayPLUS automatically routes incoming calls to the operator handling the alarm. Can be used as a traditional Two-Way Voice solution or configured so no receiver is required – perfect for elevator alarms and PERS devices.

IP DIRECTOR

Enhance the reliability of IP communications and real-time switching through high-quality IP signal management. Experience fewer dropped calls, decreased packet loss, and improved call quality. IP signals are transmitted and received with minimal data loss or distortion, resulting in a consistently dependable communication experience and the preservation of data integrity, ultimately delivering a superior user experience.



HOW IT WORKS

Manitou Cloud Services is hosted in a pair of world-class data centers located in Colorado Springs and Wisconsin. A central station utilizing Manitou Cloud Services will only require minimal infrastructure in their physical building, while still meeting UL 827 certification requirements. A PC and redundant internet connection is nearly all that is necessary to run the Remote Signal Management Center. Bold users running Manitou will log into the Manitou client running on their local workstation. Through Bold Group's partnership with OneTel, inbound phone calls will be routed to their IP phone through a VPN connection set up between their physical location and the Colorado data center.

Alarm traffic is routed over four major telecom carriers and received at two geographically diverse Point of Presence (POP) locations in New Jersey and Los Angeles. This duplication ensures the alarm signal will reach the data center, and subsequently, the alarm operator at the central station.

Manitou Cloud Services was created as an option for customers to operate their alarm centers while reducing the need for costly technological infrastructure, but it is also available as a backup solution for central stations looking for a redundant site as defined by UL 827.

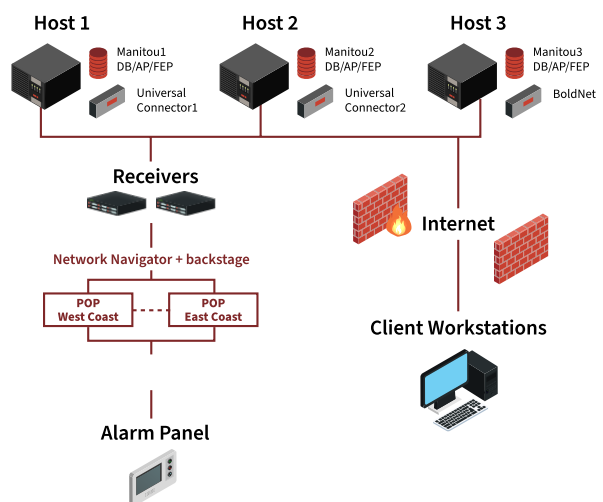
REQUIREMENTS

Most of the necessary infrastructure is provided in our data center. However, requirements for the operator workstation include:

- Intel Dual Core
- 8GB RAM
- Microsoft Windows
- 160 GB SATA HDD
- DVD/NIC
- 19" monitor
- Sound card with speakers
- Video graphics card
- Redundant internet connection
- UL may require additional components, if desired

How the Cloud Works:

Manitou Data Center



ALARM MONITORING OPERATIONS CLOUD STRATEGY WORKSHEET

As you determine if moving to the cloud is right for you, there are several factors to keep in mind. One of the key elements in helping to make this decision is to ensure your strategy is mapped out. Moving to the cloud allows you to gain flexibility, increase security, and may reduce costs. How do you determine if alarm monitoring should be part of your cloud strategy at all?

The first step is to understand your current needs and where you'd like to be. Use this worksheet to help you identify your priorities.

1. What are your security organization's greatest challenges and pain points?

- Hiring/personnel
- Aging equipment/infrastructure maintenance
- Compliance/regulatory burdens
- Inconsistent or outdated processes
- Disaster/business continuity planning
- Achieving 100% uptime
- Other: _____

2. What are the top factors influencing your strategy and decision-making around cloud adoption?

Check all that apply.

- Budget
- Compliance
- Need to replace existing hardware
- Workforce flexibility
- Need to add on services
- Industry or third-party recommendation
- Other: _____

3. Which elements would you want to be part of a cloud solution? *Check all that apply.*

- UL listed hosted service provider
- Alarm automation
- Alarm receivers
- PBX
- Other: _____

4. What is the current age of your equipment?

Servers: _____ years

Receivers: _____ years

5. Do you have a current telecom contract and when does it expire?

- Yes: _____
- No

6. Are you planning to add on any new equipment or offer any new services in the next 12-24 months?

- Yes: _____
- No

7. Where are you located?

- USA
- Canada
- Latin America / South America
- Other: _____

8. What security requirements and regulations do you have to comply with?

9. What alarm automation platform are you using?

- Manitou
- Stages
- SIMS
- Other: _____

10. Do you have any of the following business objectives?

- Infrastructure modernization
- Cost savings
- Disaster recovery and backup
- Minimize downtime
- Collaboration/alignment of teams
- Other: _____

11. Do you have any of the following business objectives? What key performance indicators (KPIs) would improve with cloud adoption?

- Streamline operations/increase productivity
- CapEx savings
- Increased reliability/uptime
- Other: _____

12. What potential roadblocks might affect cloud adoption for your organization?

- Cost
- Compliance challenges
- Data ownership
- Security / IT
- Cloud technology too new
- Other: _____

Now that you've explored your organization's goals and challenges, you can use this information to develop your cloud strategy.

TOTAL COST OF OWNERSHIP MODEL

Making informed decisions about your infrastructure is paramount. One crucial factor to consider is the Return on Investment (ROI). When assessing the transition from on-premises alarm monitoring to a cloud-based solution, you're not merely adopting a new technology – you're redefining your approach to IT expenditure.

TRANSFORMING CAPITAL EXPENSES INTO OPERATIONAL COSTS

One of the most compelling advantages that cloud, or hosted services offer, is the ability to shift your IT costs from capital expenditures (CapEx) to operational expenditures (OpEx).

Traditionally, maintaining alarm monitoring systems on-premises involves significant CapEx. Every few years, you're faced with the daunting task of writing substantial checks to refresh hardware, renew SQL licenses, and keep your infrastructure up to date. These expenses can easily reach six figures, demanding a significant upfront investment that may strain your budget.

THE CLOUD ADVANTAGE: PAY AS YOU GO

With a cloud-based alarm monitoring solution, you no longer need to make massive upfront investments. Instead, you transition to a pay-as-you-go model, where you pay a slightly higher monthly fee. This shift in financial strategy aligns your IT expenses with your actual usage and provides you with financial flexibility.

EMPOWERING INFORMED DECISION-MAKING

When it's time to procure new equipment and the price tag approaches six figures, it can be daunting. This is when cloud-based solutions allow you to take

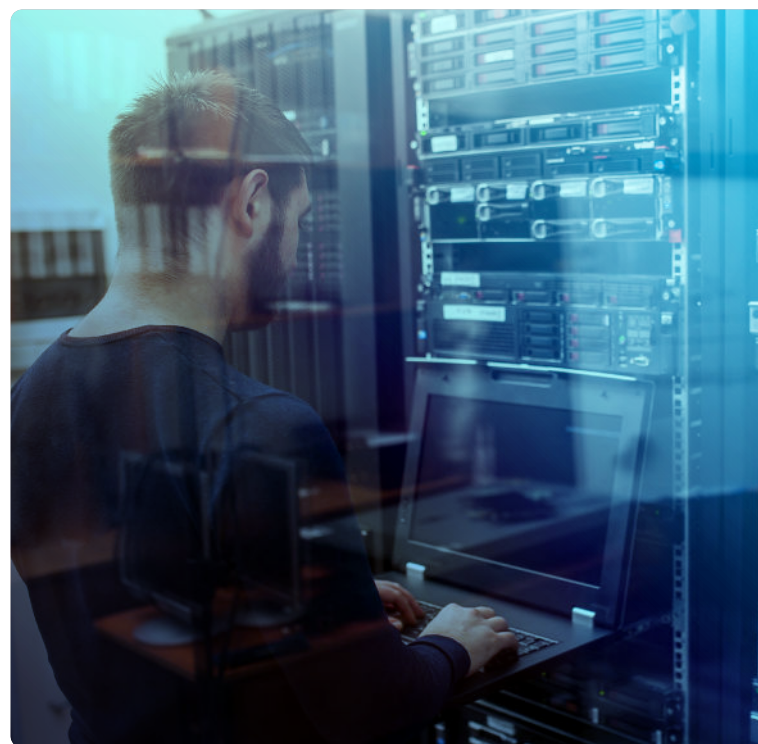
control. You can pause and reconsider, deciding not to allocate a massive sum right away. Instead, you can opt for a predictable, manageable monthly expense that aligns with your budgetary priorities.

MAKING BUSINESS SENSE

By embracing a cloud-based alarm monitoring solution, you're able to:

- Allocate resources more efficiently
- Free up capital for other strategic investments
- Respond dynamically to changing IT needs
- Enjoy the peace of mind that comes with predictable monthly expenses

When evaluating the ROI of transitioning to a cloud-based alarm monitoring solution, you're not just making a technical shift; you're embarking on a financial transformation that can drive your organization's success.



ARE MANITOU CLOUD SERVICES RIGHT FOR YOU?

When your alarm monitoring center is hosted “in the Cloud,” your team uses the internet to handle alarms. You don’t need an IT infrastructure of servers, receivers, a phone system, and alarm automation software at your facility. You only need operators, phones and desktop computers in their physical workspace, and a redundant internet connection for stable access to the Cloud. Gone are the days of needing on-site servers, receivers, complex phone systems, and specialized alarm automation software.

HOSTED IN THE CLOUD

With Manitou Cloud Services, these vital components are securely accessible through a reliable internet connection. All you require are your dedicated operators, their desktop computers, phones, and a redundant internet connection to ensure uninterrupted access to the Cloud.

Following are a few things to consider:

- ✓ Since the provider maintains and supports all IT infrastructure, your internal IT needs are limited.
- ✓ Your investment is minimal without an IT infrastructure purchase.
- ✓ Since installation and configuration are completed by the provider, implementation time is significantly reduced.
- ✓ Cloud solutions are flexible and easily support account growth and business expansion.
- ✓ Sleep easy at night. No midnight emergency calls/fire drills to worry about.

HOSTED ON-PREMISES













When your alarm monitoring business is hosted “on-premises,” data is stored and runs applications on your equipment housed in your facility. Your staff supports the servers and receivers (physical and virtual), PRIs, and circuits. While you have the expense and responsibility for the infrastructure, you also maintain full control of the equipment, configurations, and security. The on-premises option requires greater internal resources, but there are practical reasons to consider this traditional architecture.

Following are a few things to consider:

- ✓ You are confident in the knowledge of your internal IT team and prefer to maintain control of the IT infrastructure.
- ✓ Your facility is in a location with bandwidth constraints that impact internet accessibility.
- ✓ The average lifespan of a 24/7 server is five years, and your equipment may be early in the hardware lifecycle.
- ✓ There are government regulations for some verticals that require a private data center.



WHICH SOLUTION IS FOR YOU?

	Manitou Cloud Services	Manitou On-Premises
Powered by Bold Group’s award-winning security automation software		
Supports many integrations through partnerships with established, industry-leading companies		
System can be paired with the suite of Manitou modules for new service and RMR opportunities		
Technical support available 24 hours/day, 7 days/week from our experienced Customer Care team		
Includes free software updates and product upgrades for the Manitou automation platform		
Access is local through a client-Server architecture and does not require an Internet connection		
UL 2050 Compliant		
Control of configurations, backups, and data security is with internal resources of monitoring center		
Includes servers and receivers that eliminate the cost of support of equipment at your location		
Includes operating system software and required database licenses to reduce upfront software costs		
Includes leading enterprise-level PBX system and removes the expensive costs of PRIs and circuits		
Provides security with a fully staffed, 24/7 SSAE 16 Type II, HIPAA compliant, redundant data center		
Delivers enterprise-class IT infrastructure that is supported and maintained by certified Bold Group staff		

FAQ

Q: What exactly is the cloud in reference to Manitou Cloud Services?

A: Manitou Cloud Services (MCS) is a private cloud, also referred to as a hosted cloud solution. The information is stored on physical machines owned and maintained by Bold Group in secure data center locations. Equipment is locked and inaccessible to all but essential staff at Bold Group. The facility has passed the UL 827b requirements.

Q. Is my data isolated in MCS?

A. With the exception of the MCS | Now package, we do not share server instances or merge data from your system into any super database. Your data is isolated to equipment that is specifically assigned to your Manitou Cloud Services package.

Q: How safe is the data in MCS?

A: Bold Group takes extreme precautionary measures to ensure that your data is protected. We use a next-generation firewall with a built-in Intrusion Detection System and both identity based and device-aware technology. Bold Group establishes a hardware virtual private network (VPN) between your facility and the Manitou Cloud Services private cloud. All data is encrypted in transit in accordance with the National Institute of Standards and Technology (NIST) advanced encryption from point to point.

Q. What about users accessing my system outside of my facility using BoldNet?

A. MCS requires the use of a Secure Sockets Layer (SSL) certificate for all web traffic accessing the system. Internet Information Services (IIS) directs all traffic through secure port 443 and demonstrates this by

adding HTTPS to your browsers address bar. Additionally, most modern browsers will display a green lock logo or color the address bar green. This demonstrates that the SSL certificate is current and valid as verified by a trusted SSL provider. Furthermore, Bold Group uses Microsoft Enhanced RSA and AES Cryptographic technology to generate longer and stronger encryption keys for web-based traffic.

Q. Is my data safer with an on-premises solution (physical servers at your location)?

A. In most cases, no. If your servers have access to the internet for any reason including the ability to download security patches and maintenance releases from Microsoft or other trusted providers, your data is just as exposed as it is in a private cloud solution such as Manitou Cloud Services. Bold follows all Information Technology/Security best practices and maintains firmware and security patches.

Q. Is there a way to guarantee that my data is completely safe from breach or malware?

A. With today's reliance on the internet to provide data traffic from alarm panels and other communications such as email, no network is completely safe unless it is completely disconnected from the outside world in a dark network. Best practices dictate evaluating the risks and mitigating against malicious attacks by maintaining firmware updates, security patches, and maintenance releases. The additional layer of security provided by the Cisco Meraki firewall's intrusion detection system provides awareness of threats and allows professionals to respond quickly to potential threats.



CONCLUSION

Manitou Cloud Services offers a cutting-edge, cloud-based solution for alarm monitoring that brings numerous advantages to your business. By eliminating the need for on-premises hardware, improving security and reliability, reducing staffing challenges, and offering flexible scalability, it revolutionizes the way you handle alarm monitoring. With Bold Group's expertise and a range of service packages to choose from, transitioning to the cloud has never been easier. Say goodbye to costly infrastructure maintenance and embrace the future of alarm monitoring.

To learn more about how Manitou Cloud Services can transform your alarm monitoring operations, we encourage you to contact Bold Group today. Our team is ready to provide you with comprehensive information and help you find the perfect solution to meet your unique needs. Make the switch to the cloud and unlock a more efficient, cost-effective, and reliable alarm monitoring system. Contact Bold Group now to take the next step towards a brighter future for your business.