



**MERCURY**  
SOFTWARE LIMITED



# ALARM MANAGER

## Business Management Software for Security Installers

Designed for installers of Intruder Alarms, CCTV, Fire Alarms, Fire Equipment and Access Control, Alarm Manager will manage the essential operations of a security installer's business, making it easier to comply with industry standards and licensing regulations and giving you more time to focus on your customers. Our software is simple to use yet flexible enough to meet the changing needs of your business.

We have been providing software to security installers since 1997 and during this time our Alarm Manager product has grown considerably based on customer suggestions in addition with keeping up to date with security industry standards and regulations.

In 2010 we completed development of a brand new version of Alarm Manager which is the most up to date software application for the security industry in Europe.

[www.mercurysoftware.ie](http://www.mercurysoftware.ie)

# KEY FEATURES

## • CUSTOMER DATABASE

Record the details for each customer, the details for each system which they have installed and their maintenance and monitoring contracts. You can set up the types of system to suit your business e.g. Intruder Alarm, Fire Alarm, CCTV, etc.

## • SPECIFICATIONS

Setup the equipment for each system installed and print specifications as per industry regulations (As Fitted Document). You can also produce System Design Proposals, Acceptance Certificates or a range of standard documents.

## • QUOTATIONS

Enter details of quotations, including the equipment/zone lists and print specifications/quotations. You can also easily copy and paste a quotation and send it as an email. Once you confirm the go ahead, you can identify the customer as a live customer.

## • MAINTENANCE AND MONITORING

Keep track of your maintenance and monitoring renewals, always knowing in advance the customers that are due for renewal in a given month. Using our Sales Ledger you can then automatically create the invoices for these renewals.

## • ROUTINE MAINTENANCE CALLS

Keep track of your routine maintenance calls, always knowing in advance the customers that are due a call in a given month. You can set the service interval for each customer according to the types of system, e.g. 3, 6 or 12 months.

## • SERVICE CALLS

Record and manage service calls and installations, with a list available of current open calls, reports by engineer and a comprehensive service history available for each customer.

## • EMAIL

Any report available within the system can be copied to an email. This allows you to instantly send a list of calls or details regarding a particular customer to an engineer. You could also send a report to a customer detailing a particular call or a history of their calls over a specified period.

## • COPY AND PASTE

Any report available within the system can be instantly copied to a Word document or an Excel spreadsheet.

## • MAIL MERGE LETTERS/STANDARD DOCUMENTS

Create standard letters and documents which you can select and print for any customer when required. Mail Merge a letter for all customers with certain criteria, e.g. all customers whose next service call is due within certain dates.

## • MULTI-USER

Alarm Manager is a multi-user system, running on any number of networked computers.

## • ACCOUNTS OPTIONS

We offer our own suite of accounts modules including Sales Ledger, Purchases Ledger and Bank Ledger, allowing you to create invoices, manage your VAT and perform all of the required tasks to run an efficient accounts system.

## • DIRECT DEBIT OPTION

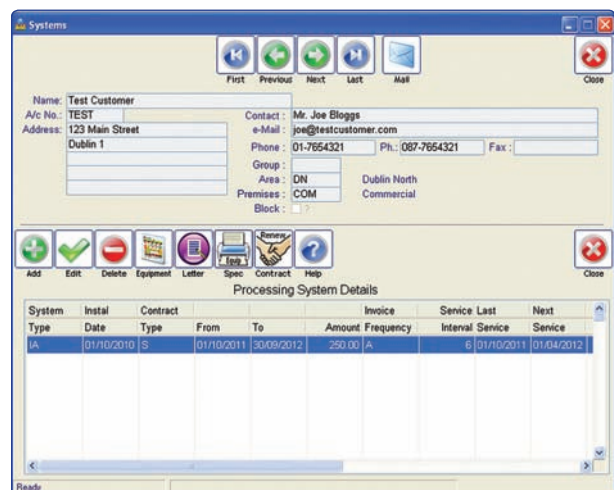
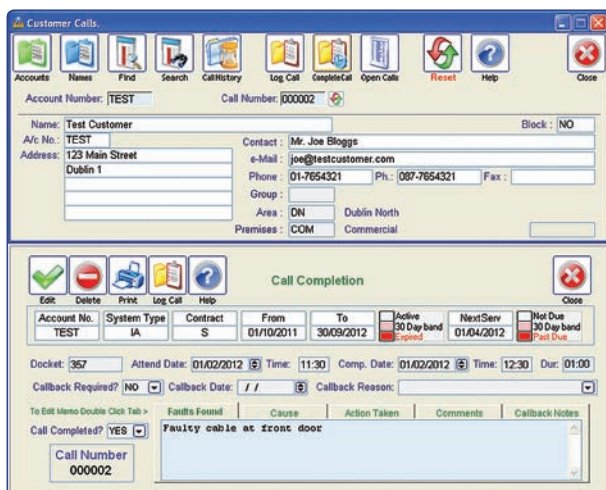
If you wish to collect your maintenance and monitoring charges by direct debit in conjunction with your bank, our AutoPay software will allow you to do so and will integrate with Alarm Manager.

## • WINDOWS SOFTWARE

Alarm Manager is fully Windows compatible, running on Windows XP, Windows Vista & Windows 7.

## • PROFESSIONALLY DEVELOPED IN IRELAND

Alarm Manager is a professional software application, developed in Ireland by our qualified software developers with over 15 years experience in the security industry. Our software does not depend on any third party software applications.



# REPORTS

There are over 30 reports available within the system, for example:

## Engineers Work Schedule

- listing calls assigned to each engineer.

## Calls Outstanding

- listing calls outstanding, allowing you to keep track of your engineers and your workload.

## Engineers Summary

- listing calls assigned to each engineer during particular dates and also an analysis of the types of calls and numbers of calls assigned to each engineer.

## Maintenance Renewals Due

- listing maintenance and monitoring contracts due for renewal during certain dates, ensuring that you know who to invoice

## Maintenance Calls Due

- listing routine maintenance calls due during certain dates. Each system can be setup with a defined routine maintenance schedule, e.g. 3, 6 or 12 months.

## Current Maintenance Contracts

- listing all customers with a current maintenance contract, a list of expired contracts is also available.

## Customer Lists

- Various reports are also available listing customers by monitoring centre, area, group, premises type, installation date, etc.



**Are you already using a software system which you are no longer happy with?**

Contact us to discuss the options for transferring your existing data into Alarm Manager.

# PRICE

Alarm Manager is provided on an annual licence fee basis with options as follows:

Single User	€495 plus VAT
2 to 5 Users	€795 plus VAT

There are no other upfront purchase costs!

Accounts options	from €295 plus VAT
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The Annual Licence Fee includes support and upgrades.

Contact us to discuss your requirements and to get a FREE evaluation version of Alarm Manager.

[www.mercurysoftware.ie](http://www.mercurysoftware.ie)

# TESTIMONIALS

"ATA Security have been using Alarm Manager for over 10 years. This software package has allowed us to improve the efficiency of our business. Features such as the tracking of calls and the management of maintenance contracts have been of immense benefit. The software is extremely user friendly. The aim of ATA is to move towards a more streamlined electronic way of working, reducing the paper trail and this package has assisted us in reaching our target."

**Paul Flanagan**  
ATA Security Ltd.



"Mercury Software have provided us with excellent software, training and support services which are tailored to the needs of our company. They have succeeded in customising the Alarm Manager product to our specific business requirements and for the Fire Protection industry. The training and support provided are second to none. We look forward to working with Mark and his team on future product updates. I would highly recommend Mercury Software."

**Brendan Morris, Operations Director**  
Amber Fire Protection Ltd.



"We have been using Alarm Manager since it was first introduced. It quickly became a great asset to our company and we began to wonder how we ever conducted our business without it. Mark has always been there for technical advice and support and is regularly providing updates. We heavily rely on this system to run our business."

**Paul O'Shaughnessy**  
Keepsafe Alarms Ltd.



"Mercury Software has been providing Link Security and Surveillance Ltd with top class business management software for more than 10 years. The software is excellent, easy to use and update and extremely good value for money and in our experience it has been completely trouble free. The information is simple to interrogate and the reports are detailed and specific to our needs. Mark provides a complete technical support service that is reliable and always available. I would highly recommend Alarm Manager as a complete software solution to any security business."

**Christy Finlay**  
Link Security & Surveillance Ltd.



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