Monitoring Center Automation Software

TMA-AVS-01 Standard Implementation Status as of May 8, 2024

Bold Group

Bold Group has completed building the AVS-01 standard into our Manitou platform. Monitoring centers are enabled to comply with the standard by giving operators a simple way to determine & report an alarm level score to the authorities.

An Enhanced Action Pattern is the core tool operators use to make decisions while handling alarms, and we created scripts that guide operators to determine the AVS-01 alarm level score. Operators can leverage Manitou's vast video integrations to quickly verify the severity of the intrusion, determine the alarm level score through following steps of an Enhanced Action Pattern, and report it to the authority for prioritization.

DICE

AVS-01 is fully built in and has been in our build process now for a while so many alarm centers have the capacity to use it should they wish to. Dice has always had procedural dispatching with workflow data collected from the process of handling an event, so it was pretty easy to add.

DICE is in the process of also adding AI and our presence detection to automatically select the AVS-01 categories as well which will be used in non-human dispatching services.

MAS

MAS' implementation of the AVS-01 standard is available in MAStermind Monitoring version 6.52.01 and higher. That covers both MAStermind 'Classic' and 'EX' Monitoring packages.

Micro Key

Micro Key has a new version of our software pending deployment with the AVS-01 requirements integrated into our Operator Guided Response (walking the operators through the prompts) for UL clients.

Micro Key has also created the reporting/scoring analysis that will assist the monitoring centers in performing internal audits and inspections. The reporting will present the alarm history related to the requirement in a grid format that they can drill down to each signal event to review, export to excel, or print to file.

This version is anticipated to deploy as soon as July 2024 or sooner depending on the need of our customers. It is in the final stages of QA/Beta.