

## Building Trust Through Superior Alarm Monitoring

Member-Owned Central Alarm Monitoring Station



At Cooperative Response Center, we specialize in alarm monitoring services. We recognize the importance of time during emergency situations, which is why our team members undergo ongoing training to stay up-to-date with the latest advancements in central station monitoring.

With a dedicated team on site, we go above and beyond to provide unparalleled service to dealers and their customers. Our commitment to improvement means that when you choose CRC for your central station alarm monitoring needs, you can trust us to deliver prompt and precise responses.



### Security Alarm Monitoring

Round-the-clock superior service



### Environmental Alarm Monitoring

Integrated, customer-centric operations



### Leveraging New Technology

Reliability and redundancy you can trust.



### Customer Service

Professional, dedicated, certified operators

UL-Listed  
alarm monitoring  
center with  
redundant systems,  
networks,  
and sites.



## Live Monitoring

Get the best monitoring services from our reliable and secure facilities. We've made the choice to keep our dedicated monitoring staff on-site to ensure top-quality service. Unlike others who monitor from home, we prioritize your security and focus. Our commitment to excellence sets us apart in a world of remote work.

Discover the advantages of our in-house monitoring:

- Reliable power redundancy guarantees uninterrupted service.
- Stay connected with multiple carrier phone and internet connections.
- Feel secure with strict access limited to cleared staff only.
- Enjoy an uninterrupted work environment without any distractions.
- Experience the peace of mind that comes with our professional and secure monitoring system.

## Redundancy

### Trustworthy Redundancy: Safeguarding Your Accounts

In the world of central station technology, redundancy is the key. But not just any redundancy will do. To truly protect your accounts, you need something called hot redundancy — a failover system that eliminates downtime in the event of a system failure. At CRC's Alarm Monitoring Center, our core mission is to keep your accounts safe. That's why we've built a redundancy infrastructure that's meticulously configured and thoroughly tested, ensuring meaningful results you can rely on.

## Quality: Discover the Power of Trust

At CRC, we believe in putting the customer first. That's why we're continually improving our security monitoring through a careful selection process. When it comes to our operators, we look for three key qualities:

**Empathy:** We understand the importance of connecting with our customers on a personal level. Our operators are trained to truly care about your needs and concerns.

**Attention to Detail:** We leave no stone unturned when it comes to your security. Our operators have a keen eye for detail, ensuring nothing slips through the cracks.

**Passion for Service:** We love what we do, and it shows. Our operators are dedicated to providing the best possible service, always going the extra mile.

With a customer-centric approach and rigorous training, CRC stands out as a trusted provider of wholesale alarm monitoring services. Experience the peace of mind that comes from working with people you can trust.

## Monitoring Services



**Security:** Choose CRC for reliable security monitoring and experience prompt, precise assistance from our friendly and professional team. We treat your customers like our own, reflecting our commitment to being a trusted partner in your business. Trust CRC to be your invaluable extension.



**Video Verification:** We've teamed up with top NDAA compliant system providers to bring you advanced remote guarding services. Our video verification service takes video surveillance to the next level by using video analytics and live audio intervention. This means we can replace security guards at commercial properties with our professional staff who remotely monitor and respond to critical infrastructure alarms round-the-clock. Trust us to provide reliable and cutting-edge security solutions for utility and commercial customers.



**Fire:** Keep your accounts safe and secure, whether a home, apartment building, office, commercial or industrial plant. CRC prioritizes fire alarms and uses our decades of experience to quickly and effectively contact the appropriate alarm-handling agency. Trust us to provide the best possible protection for your accounts.



**PERS:** At CRC, we have a trusted legacy as a leading PERS (and mPERS) monitoring partner. With our advanced technology platform and automation systems, we ensure the prompt receipt of signals and accurate processing through communication networks. This provides peace of mind for those in need of medical assistance, as well as their loved ones. Trust us to keep you safe and secure.



**Critical System Monitoring:** We specialize in network, SCADA, utility operations systems, and critical HVAC monitoring. With our expertise in system infrastructure and operations, we offer managed device monitoring and dispatch services. This allows you to have a comprehensive range of monitoring capabilities and response options. Trust CRC to keep your systems running smoothly and securely.

Real people providing real-time peace of mind, emergency dispatch, customer support, and priority response.

## Why CRC?

### Value

CRC is the cost-effective solution to provide professional UL-listed alarm monitoring.

### Innovation

Keeping up with the rapid pace of new technology is a priority at CRC.

### Reliability

Prepared for disaster, but more important, we're prepared for everyday.

### Experience

Member-owned since 1992, CRC has the know-how to ensure seamless central station continuity.

### Commitment

Building strong relationships while providing outstanding customer support.

### Service

By focusing on the human side of technology, CRC has merged the benefits of personalized service with the cost savings of advanced alarm monitoring systems.

### Integration

CRC recognizes and understands the technical complexity of alarm monitoring and offers the solutions you and your customers need most.

### Cooperative Partner

CRC lives the same core principles that makes your business successful. Because we're member-owned, you remain in control of your accounts. Always.



# A History of Service. A Heritage of Success.

Since its founding in 1992, CRC has helped define the reliability of professional alarm monitoring. Dealers and utilities across the country tell us why CRC is their monitoring partner of choice, and it isn't because we're the biggest. They choose CRC because of our personalized service, experience, use of reliable technology, and best-in-class service.

Our experienced CRC team builds and maintains strong relationships by earning and keeping our members' trust. For over 30 years, we have delivered responsive, business-building support and subscriber monitoring. Our experience has taught us that success is a result of doing things the right way.

When you choose CRC, we make a commitment to you to provide more than our well-known support. We partner with you to give your customers superior monitoring while giving you full access to resources, including time-saving tools like BoldNet™ to help your business grow.

Focusing on the **Human** Side of Technology.®

Scan to learn more



**Austin Center** Minnesota  
**Dunlap Center** Tennessee  
**Abilene Center** Texas  
**Kirksville Center** Missouri

2000 8th Street NW | Austin, MN 55912  
 800-892-1578 | www.crc.coop 1/24

