False Alarm Reduction Service

Frequently Asked Questions

1. How does the technology work?
   The False Alarm Insight Service analyzes data and through intelligent algorithms delivers actionable insights into intrusion system alarms and provides recommendations on how to improve policies and procedures to reduce false alarms, police dispatch fines, business disruption (revenue loss), and increase operational cost savings.

2. Does the customer need to install any hardware or software?
   No, the technology analyzes Mastermind data and recurring patterns to provide insights and business recommendations.

3. Does the customer need to use a particular alarm panel or system?
   No, the only requirement is that the customer must use Mastermind, this software system is panel vendor agnostic.

4. Is this a cloud solution or can it be applied on-premise for self-monitoring customers?
   Currently, the solution is available through the cloud-based software as a service. JCI has an on-premise solution. If interested in learning more please reach out to the DEB Mid-Market Team.

5. What if the customer does not use Mastermind?
   The technology works only with Mastermind data systems.

6. How many false alarms are we able to eliminate for each customer?
   In our customer data, we were able to give customers the insights to reduce at least 50% of their actionable false alarms.

7. What type of false alarm can we eliminate?
   Currently, the solution is designed to detect non-life threatening false alarms related to intrusion detection.

8. How do we deploy the solution for the customer?
   There is no physical deployment needed other than a customer training on how to use the service. The only prerequisite would be access to Mastermind data (already available if the customer is an existing JCI monitoring customer).
9. How long does the system take to produce suggestions to reduce false alarm?
   The system will start generating recommendations almost immediately, we expect it will take 3 to 4 weeks for the customer to accept and implement the recommendations and start recognizing the ROI benefit of the technology.

10. Do changes in the security system require a JCI technician to be implemented?
    If a hardware change is required to the intrusion system, once approved a technician will be scheduled to perform the service on-site. Program changes can be made remotely. The applications workflow sends the JCI representative all the required details to create a ticket to implement the change.

11. Do we reduce the security level of customer sites? Is there any liability for JCI after changes have been made?
    The service only provides recommendations to the customer respecting all contracts and regulations. It is then customers’ responsibility to review and approve any change to their security system.

12. How can the customer monitor the benefit/progress of the system?
    Customers will have access to an online application as part of the service to monitor the ROI benefits of the service.

13. Who will have access to the online platform?
    JCI can set up user rights depending on the client’s request. The tool also has a tracking and audit trail for compliance monitoring.

14. Is there a mobile application that can be used to manage the system?
    The online platform can be accessed by any web enabled device.

15. Is there any risk data might be target of cyber-attacks?
    The solution follows the industry-leading cyber security policies [Link to Policy].

16. After all changes have been implemented does the customer need to maintain the subscription to benefit from the changes?
    Security Policies, employee turn-over, system programming and changes are constantly transforming within this environment. The customer will continue to improve their ROI when utilizing a subscription service. JCI is committed to continued investment in this technology and will increase insights over time.