



Manitou® & SedonaOffice®



Background

Founded in 1989, Kings III is an ETL Listed Central Station, providing code compliant, all-inclusive emergency help phone solutions for all areas of a property. Kings III designs, manufactures, installs, provides maintenance for the hardware and technology, and provides 24/7 monitoring for more than 77,000 emergency phones across the United States at 44,000 different sites. The majority of their emergency phones are installed in elevators, while pools and building stairwells are secondary locations for this equipment. Kings III recently received approval to deploy their equipment on The FirstNet Network, which is a high-speed, nationwide wireless broadband network dedicated for public safety agencies and first responders, allowing them to get more information quickly and helping them to make faster and better decisions. Many of Kings III customers have been with them for more than 20 years.



Problems

Kings III was previously using another platform to receive the signals from their emergency phones and then expanded their network to receive signals from Solo Protect, their lone worker protection system that provided workplace safety communication and technologies to monitor employees for protection. Solo Protect didn't use standard alarm protocols and Kings III didn't want to have two separate platforms to receive legacy signals from their emergency phones and new signals from their Solo Protect devices.

Kings III needed one, consolidated platform to process the information from the phones and Solo Protect devices without modifying their existing receivers.

Kings III also needed a fresh, integrated approach from the prior system it was using to manage and report their financials to support the company's growth.





Solutions

Kings III chose Manitou to support the unique signaling requirements of their emergency phones. Kings III was also impressed with the ManitouMedia Gateway module which enabled the creation of a custom alarm monitoring solution that integrated multiple legacy and new receivers and devices into one modern platform. "It was a smart idea for us to consolidate under one platform – and that was Manitou." Kings III also implemented Sedona Office in 2002 to maintain financial records and provide financial reports.



Results/Outcomes

From a security perspective, Kings III found that one of the biggest benefits of implementing Manitou was the ability to process all lone worker signals and answer all emergency phone alarm calls through one platform. According to Dave Mann, "By far and away, it is much easier to use because everything is on one platform. We have an entire central station on Manitou and are able to process all the different types of signaling flows onto the one platform."

Manitou also allowed Kings III to deliver a more efficient, consistent alarm response service by creating predictable workflows that resulted in overall reduced risk in alarm events. "The features of Manitou allowed us to program different known and potential outcomes to guide operators through every permutation of an event. Because we own the entire ecosystem from creation to monitoring the workflow, we can keep a very consistent response to events," said Dave Mann.

Sedona Office has provided Kings III with flexibility, efficiency and an easy-to-use system that drives accuracy in the company's reporting and operation and saves the company money and time in a variety of ways. Sedona Office's flexibility has allowed Kings III to provide several different reports to management or financial institutions more quickly. In fact, Kings III can close their books 15 days faster using Sedona Office, which also allows leadership to expedite their financial decisions. The ease of use is one of the best things Karin Walsh, Vice President of Finance at Kings III, likes about Sedona Office because it allows her to easily train employees on the solution and provide accountability for her team.

The Manitou and Sedona Office integration capability has helped drive efficiency and seamlessly sync financial accounting with services powered by Manitou such as alarm monitoring and dealer billing.

Sedona Office's accounting functionality and automation also helps Kings III capture unearned deferred revenue that they capture from customers on a quarterly basis. Sedona Office also added the ability for Kings III customers to set up and automate payment online, saving the business money on processing fees.

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I've been very pleased with Sedona Office. I've used a number of different software packages like Oracle and found Sedona Office is very flexible. It's invaluable to do financial reporting and maintain records to better manage our business.

-Karin Walsh

**Vice President of Finance
at Kings III**

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Bold Group has provided award-winning, trusted business solutions for the security industry for over three decades. Our core products, stages®, Manitou®, SIMS®, SedonaOffice®, and Alarm-Biller® are the leading software choices for top security companies and dealers globally. To learn how to increase profitability and efficiency for your business with our full range of alarm monitoring, Security Intelligence, and integrated financial management solutions, call us or visit our website.

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