Our Solution

Alarm Program Systems, LLC [APS] provides a secure, web-based customer relationship management system built on the flexible Force.com platform. APS offers a comprehensive feature set that addresses alarm system tracking and permitting; alarm company tracking; false alarm noticing and billing; accounts receivable management; activity and financial reporting; disputes and appeals; and fee/fines payment processing. APS customers enjoy industry-leading features and functionality in our complete, scalable application in the cloud.

SAAS Infrastructure

APS provides a complete web-based customer relationship management system built on the Force.com platform. The APS application is secure and available 24/7 to all partners and vendors in the False Alarm Reduction Unit [FARU] ecosystem. All reports and dashboards are updated in real-time as new activities and data are entered into the system by any of the FARU partner/vendor network.

Alarm Systems Registrations, Permits and Renewals

Alarm Companies can post new permit applications and track status of their existing customers online, including suspended and reinstated accounts. Alarm Owners can register, renew, and update their alarm permit information online. APS supports a variety of FARU-defined fields for Permit/User Account types such as: Residential, Commercial, and Government, as well as multiple users associated with each account. APS will track each account as Active, Suspended, Reinstated, or Unregistered and link multiple Alarm Companies to User Accounts if necessary. APS will store all User Account correspondence with activity descriptions, discussion notes, and time/date stamped logs.

Noticing and Billing

APS will generate notices, statements, and invoices with the appropriate financial detail for all accounts and mail documentation related to alarm permitting, renewals, and false alarm events.

Fees and Fines Collections

Payments can be made online or to a client specific mailing address [LockBox Partner]. APS can handle all bill collections for current and past due account receivables. APS will work with LockBox providers to receive daily or weekly deposit details and update User Account status. APS will also make the deposit detail available to our clients FARU.

False Alarm Billing, Hearing and Appeals Support

APS can retrieve false alarm dispatch information from a jurisdiction's dispatch center or via integration to the FARU CAD system at any defined interval. APS will track all historical false alarm data to insure the proper billing for each user account and queue up the appropriate invoicing and documentation to be mailed. APS will generate the defined appeals documentation and store all user account correspondence for collaboration and adjudication with each client's FARU.

Alarm Companies

Municipalities can track and manage an unlimited number of Alarm Companies and store an unlimited number of fields for each company such as type, account number, and contact persons, etc. APS allows Alarm companies to register new permits and receive permit numbers online and in real-time. APS also provide dashboards and reports to Alarm companies to view Active, Suspended, or Reinstated alarm permit status.

Alarm Processing

With APS, Municipalities can track and build reports for User Account analysis with a variety of fields such as: Permit Status, Alarm Company, Address, Payment History, and False Alarm History. Cities can also create multiple-business rules-based reports on a variety of data fields such as: increased false alarm fines based on historical alarm activity; flexible permit fees based on alarm types or city geography; and multiple communication templates based on Alarm Type, Address, Alarm Company, Alarm Activity History, and Permit Status.

Billings and Payments

Municipalities can generate financial account statements based on false alarm, permit, and miscellaneous billing transactions to Alarm Users and Alarm Companies, as needed. With APS, you can also generate a variety of invoices and invoice types based on different business rules. All accounts receivable data can be exported to a file [XLS or CSV] for import to external financial applications. Alarm Companies can integrate payment transaction data form a variety of external sources such as online payments, data from external financial applications, or LockBox providers.

Printing and Mailing

APS will work in conjunction with your existing mail house provider or with our third-party partner to handle all printing and mailing needs. All printing and mailing reports are configured and populated in real-time; mail house partners need only to log in each day and export the daily report for all daily printing and mailing assignments.

Website Content

APS can host city-specific web pages in multiple languages for:
- FAQ's
- FARU program details
- FARU training materials
- Customer account login pages
- Landing and login pages for vendor/partners to access APS

Available on

salesforce **appexchange**

In partnering with Alarm Program Systems, you will benefit from the following:

- 14+ years of experience developing technology applications and customer support teams to manage new activation and renewal license revenue streams.

- An industry-leading technology application built on the flexible Force.com platform—an application which has the foundation for a wide variety of external integration points, helping municipalities integrate with other licensing, financial, LockBox, or CAD applications.

- An experienced project team, which has successfully migrated data to and from hundreds of CRM and database applications onto the Force.com platform.