**Scalability is the best solution.**
The new Social Alarm Management System 7 Professional.

BOSCH
Invented for life

# Efficiency through customising –
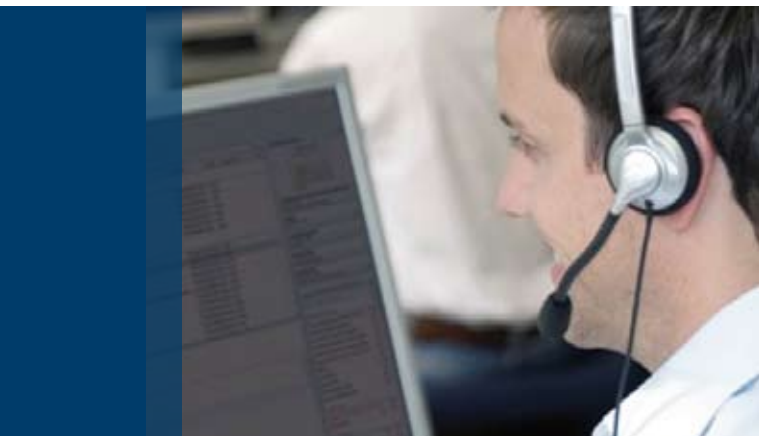## Ideal solutions for your success

To ensure immediate responses to emergency calls, fast service and seamless communication at all levels, Bosch has developed a highly efficient software package for monitoring centers. With its numerous functionalities and its modular architecture, the Social Alarm Management System 7 Professional (LMS 7 Professional) can be customised according to the individual needs of the customers, thus setting the benchmark in professional Social Alarm and Telecare Monitoring.

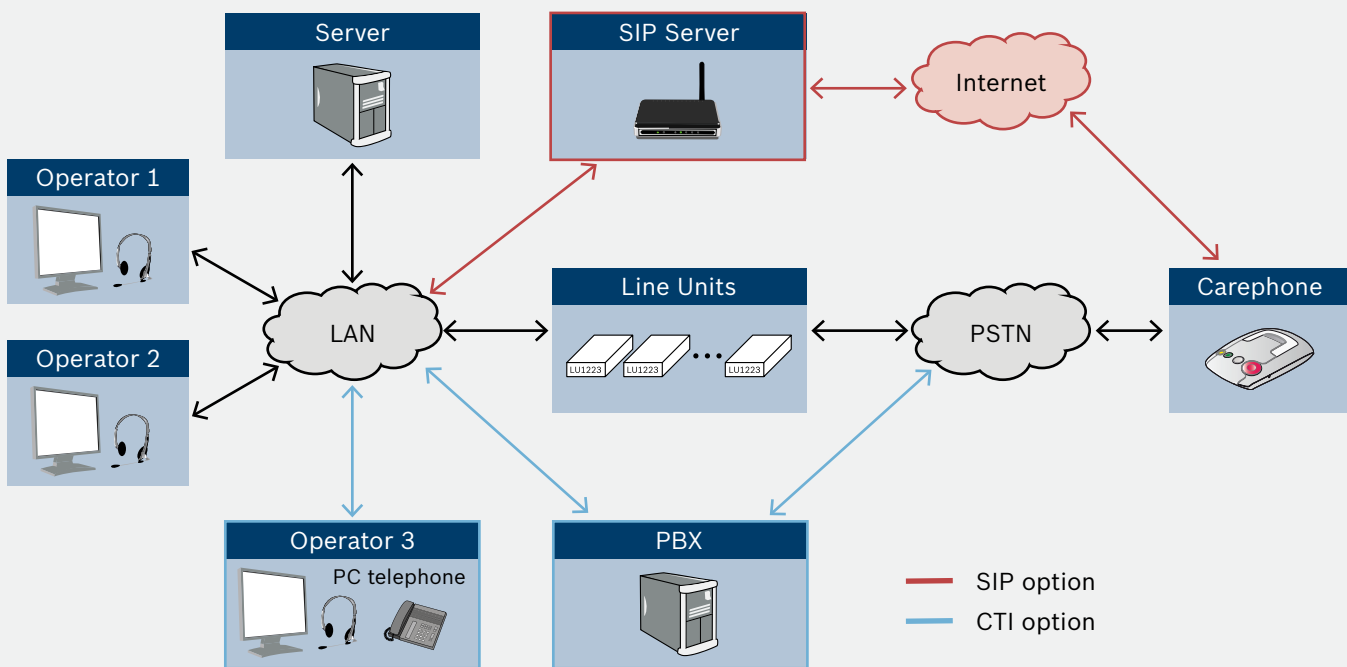**Social Alarm Management System 7 Professional: the answer to growing complexity**

The demands for professional Telecare monitoring grow constantly. The rising number of customers and alarms as well as new communication methods lead to an increased complexity that monitoring centers face every day. The Bosch Social Alarm Management System 7 Professional not only helps to handle this complexity – it even reduces the workload of the employees as processes are accelerated and simplified.

**30 Years Experience – always striving to satisfy customer's needs**

With its flexibility as well as its scalable structure the Social Alarm Management System 7 Professional proves to be a worthwhile long-term investment. Plus, 30 years experience in the Social Alarm and Telecare market gives Bosch the knowledge and understanding that it needs to develop a customer-oriented monitoring software. For people are the key, not only technology.

Functionality, flexibility, mobility. Bosch Social Alarm Management System 7 Professional.

| Server | SIP Server | Internet |
| Operator 1 | LAN | Line Units | PSTN | Carephone |
| Operator 2 | | LU1223 LU1223 ... LU1223 | | |
| Operator 3 | PBX | SIP option |
| PC telephone | | CTI option |

# Flexible in size and communication:
## The Social Alarm Management System 7 Professional fits your needs

### Scalable architecture

The Bosch Social Alarm Management System 7 Professional can be enhanced to meet the customer's requirements and is able to support from 2 telephone lines up to 48 telephone lines. Plus, an unlimited number of operating terminals can be managed, too.

### Integration of telecommunication system possible

The CTI option allows the integration of the Social Alarm Management System 7 Professional in an existing telecommunication system (Siemens HighPath 4000).

### Compatibility with Analogue, Analogue emulated, and  IP network

Flexibility is also proven in terms of communication networks. Besides the analogue network the Social Alarm Management System 7 Professional is also able to receive calls through the analogue emulated as well as the IP network (SIP option).

# Numerous benefits, one software:
## Social Alarm Management System 7 Professional

**Receiving and handling emergency and technical Social Alarm calls safely and efficiently is the basic requirement of a Social Alarm software solution. A simple configuration of the interface ensures that calls are directed to an appropriate service or person. The Social Alarm Management System 7 Professional fulfils this need – and also ensures a structured and organised communication at all levels:**

▶ Multi-user management
▶ Audible and visual call signaling
▶ Escalation call
▶ Automatic processing of technical calls
▶ Logging of all call-related processes
▶ Voice recording
▶ Reminder functions

The integrated **Call Center functionality** of the Social Alarm Management System 7 Professional offers a new service quality. Internal and external call transfers as well as filtering and balancing of calls between employees of a social alarm monitoring center leads to a more direct communication that is considerably more efficient.

**Remote programming** of Bosch carephones can also be handled with the Social Alarm Management System 7 Professional, thus ensuring a quick and easy

configuration. Reading and writing of Carephone settings from and to a micro SD card are also supported, which can be used for configuring the Carephones 61/62. Thanks to their simplicity both programming options offer time and cost advantages.

Several service providers or **co-operation partners** can be connected to the Social Alarm Management System 7 Professional. This offers the chance for business expansion and sales increase, for example by cooperating with other social alarm service providers who do not run their own monitoring center.
The VPD Virtual Private Database ensures that each co-operation partner only has access rights to his own subscriber and device data.

Thanks to the web-based data management, no additional software is needed besides a standard web browser. Co-operation partners can access and verify their data independently of their location and platform.

One major feature of a Social Alarm Monitoring System is the ability to **generate customised reports and statistics** at the push of a button. The Social Alarm Management System 7 Professional fulfils this demand without saying. Often used-templates are pre-defined, ensuring a fast report generation. Own templates can be generated easily, enabling the creation of customised reports according to the individual customer needs. All reports can be exported to PDF, Excel or sent directely to a printer, guaranteeing easy editing of the statistics.
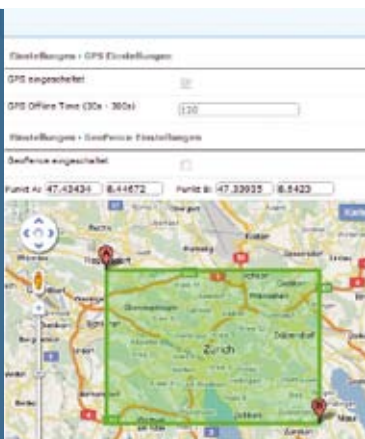
| | | |
|---|---|---|
| **1** | **2** | **3** |
| Wireless contact detector | Wireless smoke detector | Wireless gas detector |
| **4** | **5** | **6** |
| Wireless motion detector | Wireless flood detector | Wireless pull cord |

# Software versatility
## supports various applications

**Mobile Security**

A further highlight of the Social Alarm Management System 7 Professional is the Mobile Security option. In cooperation with external location service providers it is possible to receive not only calls from residential carephones but also from various mobile security devices. By indicating the current position of the caller on a map, social alarm customers can, for example, be located so that help actions can be implemented as soon as possible.

**Telecare and Ambient Assisted Living (AAL) system**

Besides the "pure" Social Alarm calls, like e.g. emergency calls and technical alarms, the Social Alarm Management System 7 Professional also handles alarms generated from telecare peripherals, like e.g. fire and intruder alarms. Consequently, the Social Alarm System can be expanded to a Telecare System and Ambient Assisted Living (AAL) solution. By distinguishing various alarm types for actively triggered alarms as well as passive alarms the Social Alarm Management System 7 Professional ensures that the required actions are taken quickest possible, no matter which emergency situation occurs.



Mobile Security –
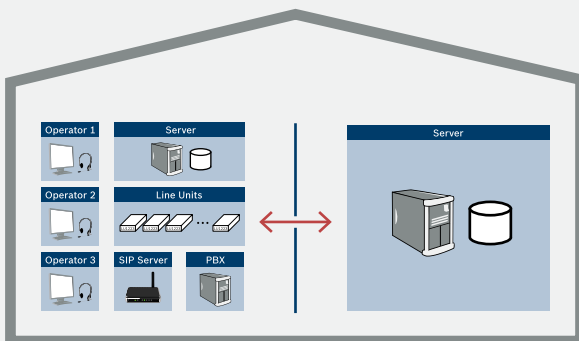increased independence
and safety

# Reliability when you need it most –
## the intelligent redundancy concept

Robust and reliable Monitoring Software is essential
to ensure the safety and wellbeing of individuals in an
emergency. The sensitive data character additionally
highlights the importance of a reliable system with a
well developed redundancy concept.

The Social Alarm Management System 7 Professional is
characterised by a multi-redundant data security
architecture: On- as well as off-site redundancy
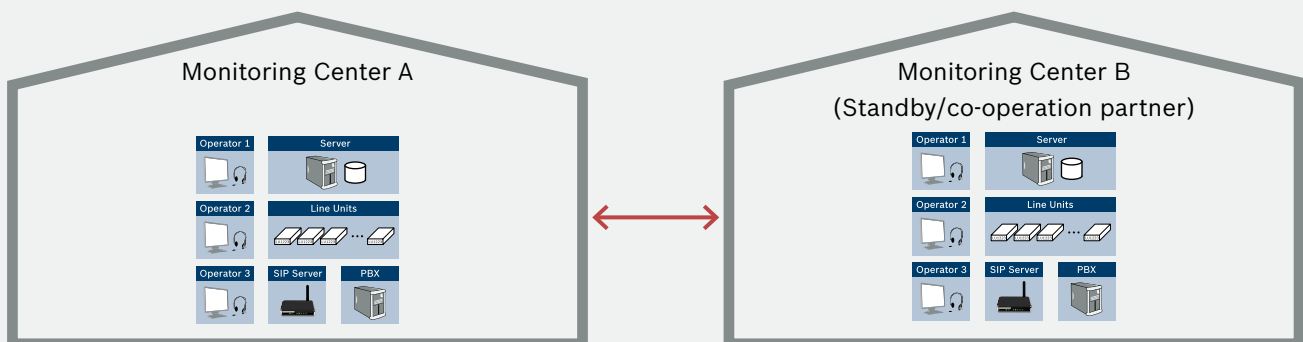guarantee maximum safety.

### On-site redundancy inside the Monitoring Center
On-site/internal redundancy with redundant hardware solution
(Redundancy with backup or replication of database)

| Operator 1 | Server |
| Operator 2 | Line Units |
| Operator 3 | SIP Server | PBX |

Server

### Off-site redundancy outside the Monitoring Center
Off-site/external redundancy with redundant hardware solution
(Redundancy with backup or replication of database)

Monitoring Center A

| Operator 1 | Server |
| Operator 2 | Line Units |
| Operator 3 | SIP Server | PBX |

Monitoring Center B
(Standby/co-operation partner)

| Operator 1 | Server |
| Operator 2 | Line Units |
| Operator 3 | SIP Server | PBX |

**A Tradition of Quality and Innovation**

For over 100 years, the Bosch name
has stood for quality and reliability.
Bosch is the global supplier of choice
for innovative technology, backed by
the highest standards for service
and support.

Bosch Security Systems proudly offers a
wide range of security, safety,
communications and sound solutions
that are relied upon every day in
applications around the world, from
government facilities and public venues
to businesses, schools and homes.