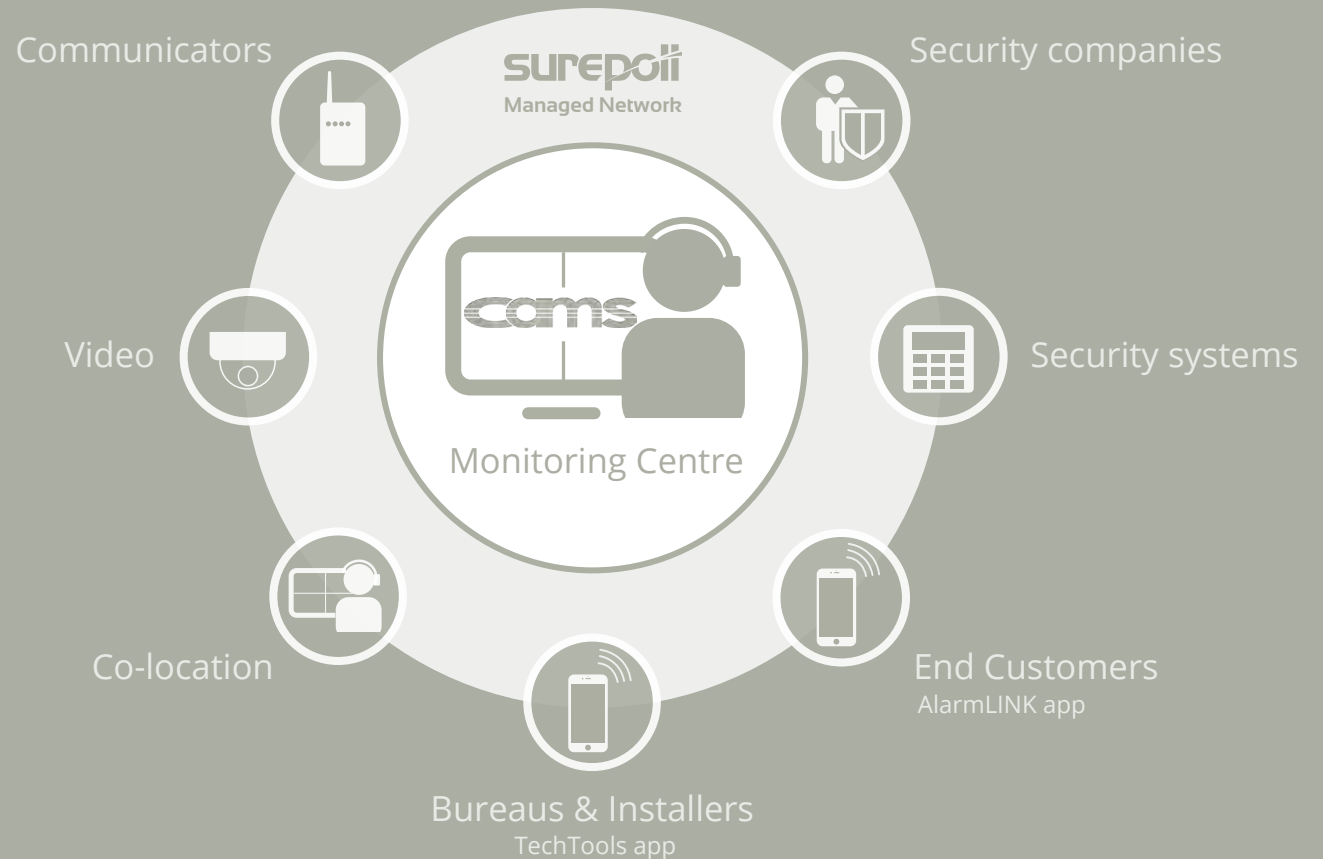VERSION 9

cams9

COMPLETE ASSET MONITORING SYSTEM

Update

About CAMS

CAMS is not just monitoring software. CAMS is an open platform solution that connects all your services and systems within the Surepoll® managed network.

Surepoll® guarantees constant connectivity ensuring your alarms are always delivered, even during major outages.

Communicators

Security companies

surepoll
Managed Network

Video

cams

Monitoring Centre

Security systems

Co-location

End Customers
AlarmLINK app

Bureaus & Installers
TechTools app

CAMS update

To take advantage of all the features listed in this document please update your CAMS software to *version 9.1.19*

Need to update CAMS?

contact@suretek.com.au

1300 65 44 33

About this update

This guide provides a brief product overview to help Monitoring Centres understand the capabilities of CAMS 9, and see what's been updated. We've also included links to online resources that we believe may be useful.

Notable Updates in CAMS 9

These features represent the most recent and important updates. Please visit the CAMS website for a general overview of all the features.

iView

iView (Instant View) is included within CAMS 9 and gives Monitoring Centres instant connection to over 90 different brands of security camera systems. Monitoring Centres can monetise iView by offering "instant viewing" as a value-add service to installers and bureaus.
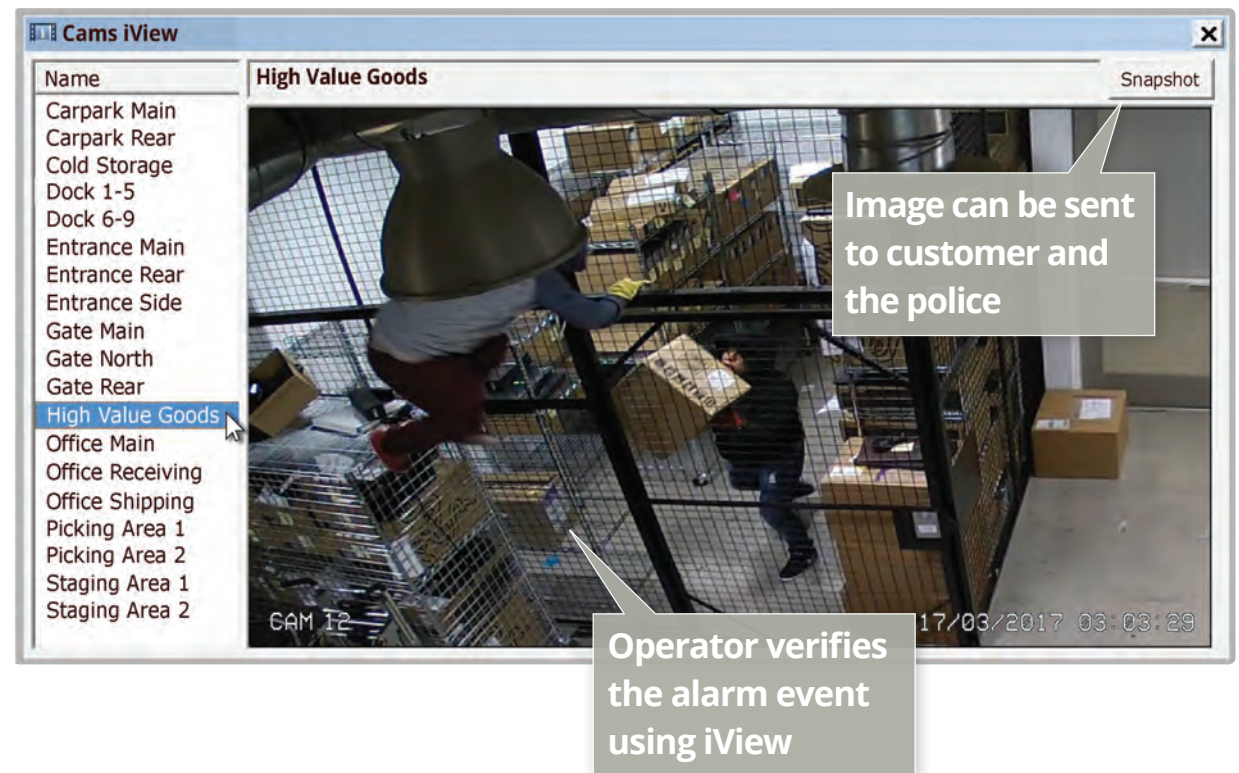
iView supports over 90 top selling brands, including ...

CAMS Virtual Operator - Introduction

CAMS Virtual Operator (CVO) automatically sends alarm based communication to the customer. It's so intelligent the customer will never know they're not communicating with a human operator. This time saving feature is used for efficiently managing high volume, low priority alarms.

Auto generated personalised communication

Responses are displayed in CAMS for further action

Customer receives notification and can instantly reply

CAMS Virtual Operator - Enable

CAMS Virtual Operator (CVO) can send an unlimited number of CVO notifications to any number of contacts simultaneously, which a human operator is unable to do.

For contacts who prefer to speak to an operator, simply set this feature to "No".

Enable CVO so contacts can get alerts and requests

8

CAMS Virtual Operator - On Hold

Once a notification has been sent by the Virtual Operator, the alarm activation can be automatically withheld from the screen for a predefined time while the operator waits for a reply from the customer. This feature is useful for high volume alarms such as Late to Close.

CAMS Virtual Operator - Event Filter

You can enter which alarm events will be sent by the Virtual Operator to each contact's mobile device.

Request Response - define which Alarm events will be sent that require a response.

Alert Only - define which Alarm events will be sent as an alert notification.

SMS sent via the Suretek network at a cost of 7c per message.

CAMS Virtual Operator - No Reply

CAMS Virtual Operator ensures the operator screen is only displaying *current* messages, saving the operator from having to manually clear messages that have not been responded to. After the defined time is reached the messages are displayed again for normal operator intervention.

Add-On Device

CAMS lets you add both an alarm panel and any attached communication devices to the same asset. Alarm events received from either device are in the right reporting format and thus interpreted correctly.

Import Zones

This feature allows you to quickly import zones from either .csv or .xls files, so you don't have to manually enter large numbers of zones individually.

Instantly import your zones from .xls or .csv files
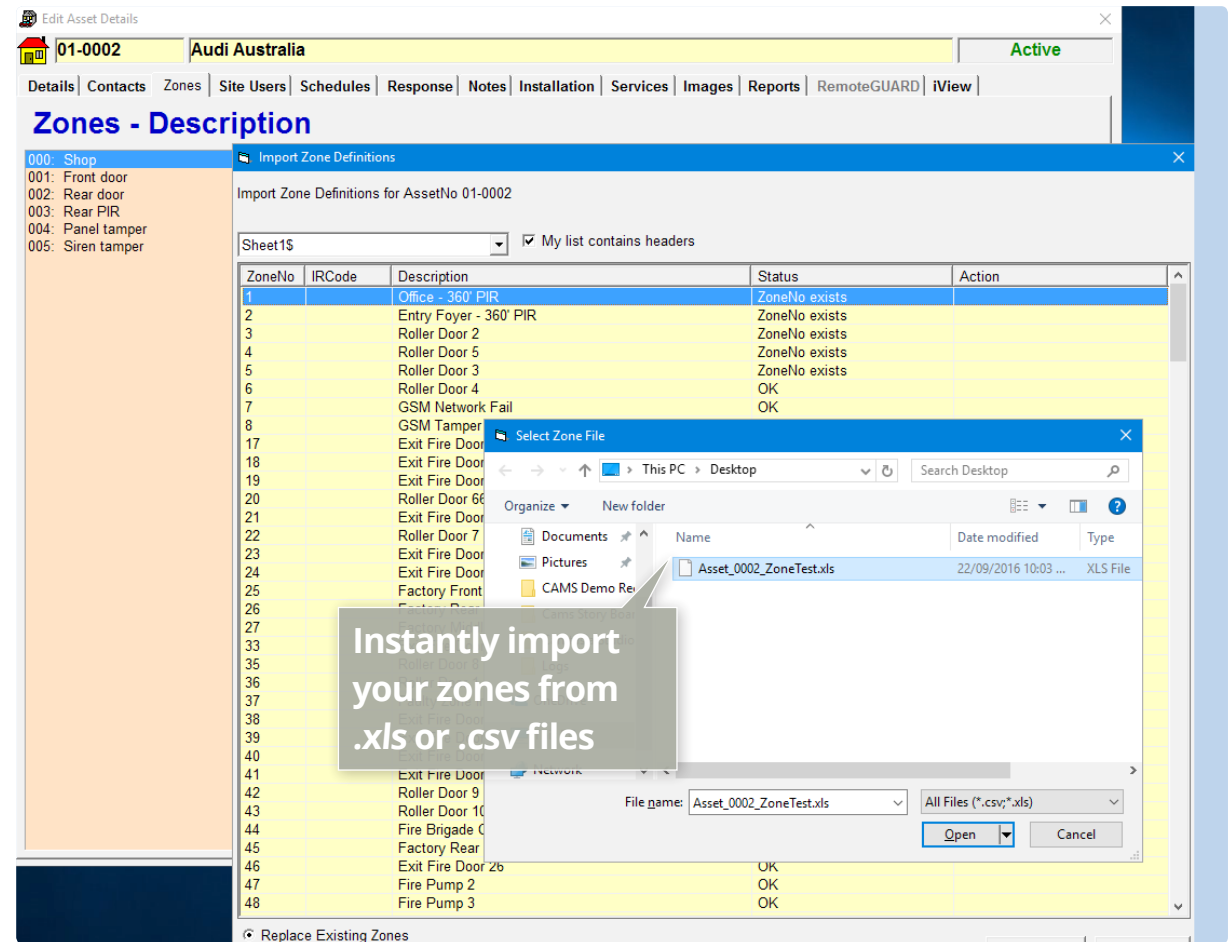
Temporary Event Filter

Often called the "storm feature", this allows the operator to put alarm notifications temporarily on hold when there is a mass outage (e.g. power loss caused by storm), preventing congestion of alarms on operator screen.

For critical assets such as medical equipment you can deselect this function

History Search Events by Pattern

This feature allows you to quickly search and visually identify specific alarm events and operator actions.

Deadman Monitoring

CAMS will monitor operator keyboard and mouse activity. If no activity is detected within a defined time period then an alert pop up appears with an audible sound requesting the operator to "Cancel Alert". If it's not cleared a notification is sent to authorised contact/s, or Suretek's 24/7 datacentre.
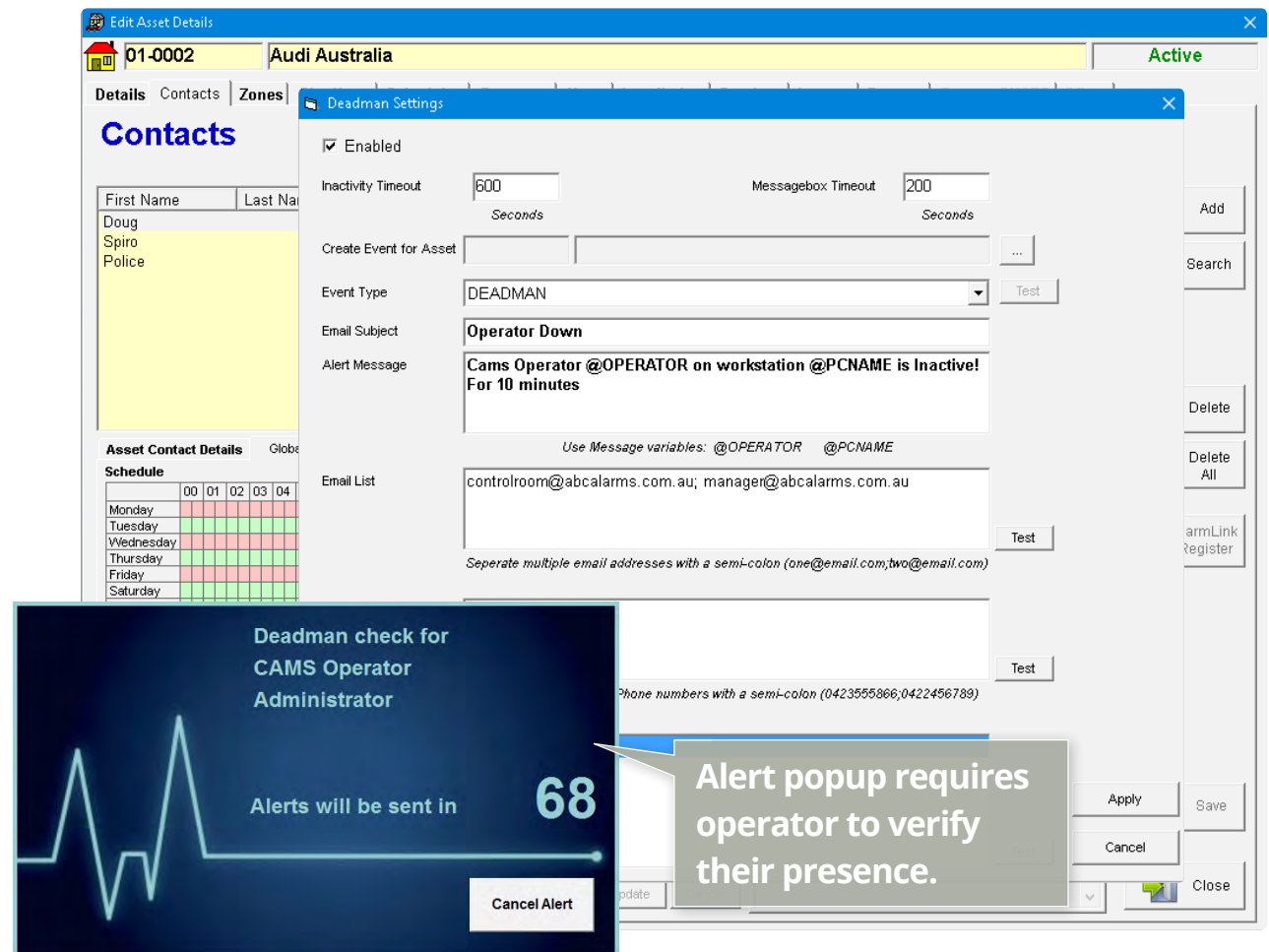
Patrol Response

Create a searchable database by assigning patrol companies based on their location, for faster dispatch.

CSV IP

CAMS can receive CSV IP which is an open standard IP alarm transmission protocol. The CSV IP module will soon be moved to the upcoming CAMS VRX* feature for improved security and functionality.

*CAMS Virtual Receiver

Alarm Delivery Path Details

Additional identifiers are now provided allowing the operator to determine the delivery path and source origin of the alarm event. This feature is a useful troubleshooting tool.

CAMSLink

CAMSLink is an online portal that provides your bureaus with secure remote access to manage their own customer database with view, edit, add and delete permissions customisable for each user. Support for accounts, contacts, zones, history and service orders with full auditing.
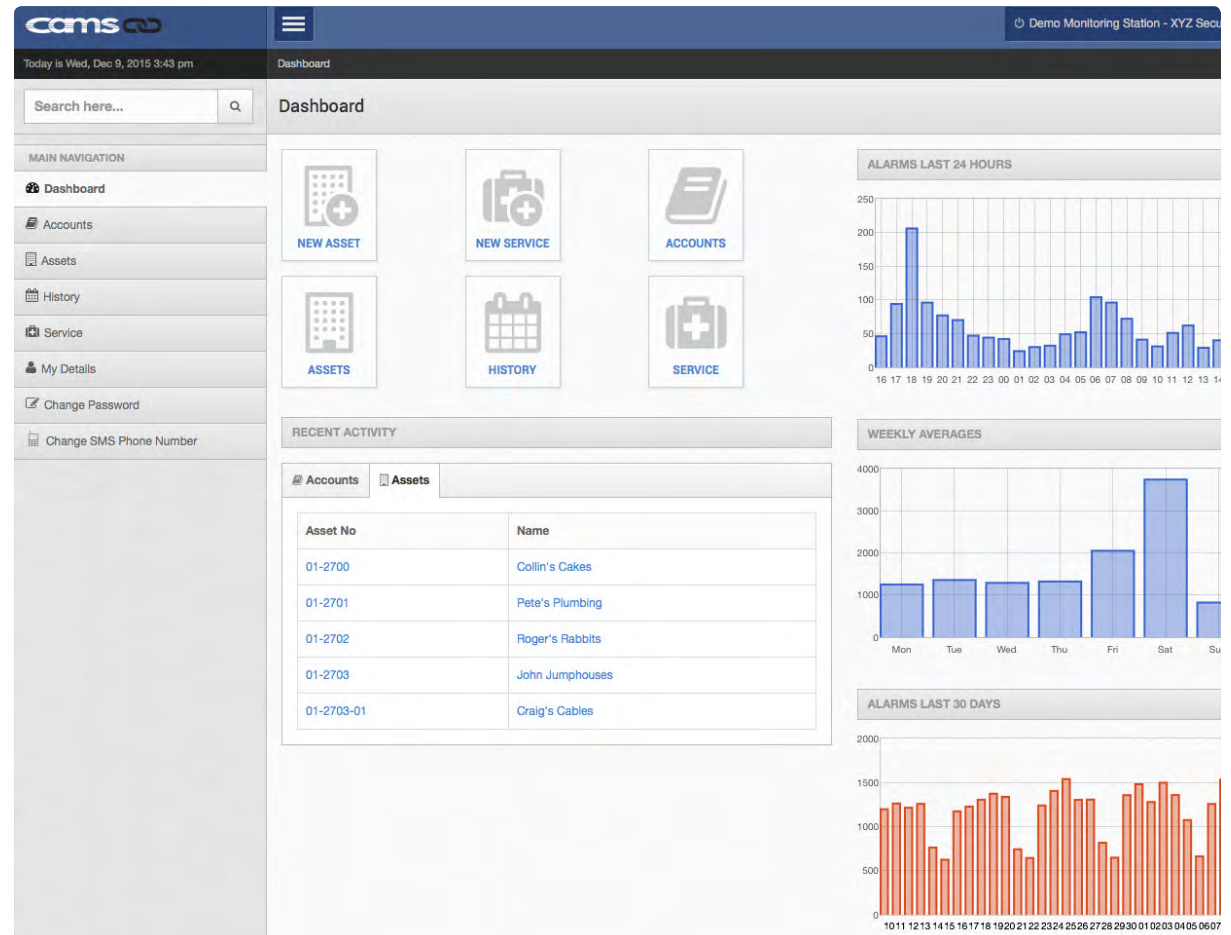
Support for Integriti Panels

CAMS now supports the new range of Integriti panels.

Performance and Grading Reports

CAMS also includes an easy to read grading report to ensure your Monitoring Centre and your operators are meeting the Australian standards. Reports are automatically generated and can be emailed to the management team.

ADSW to CAMS Migration

With the CAMS migration tool you can securely transfer all your ADSW data over to CAMS with just a few mouse clicks. We have helped ADSW Monitoring Centres safely migrate 20+ years of data to CAMS inside one hour with 99.9% accuracy.
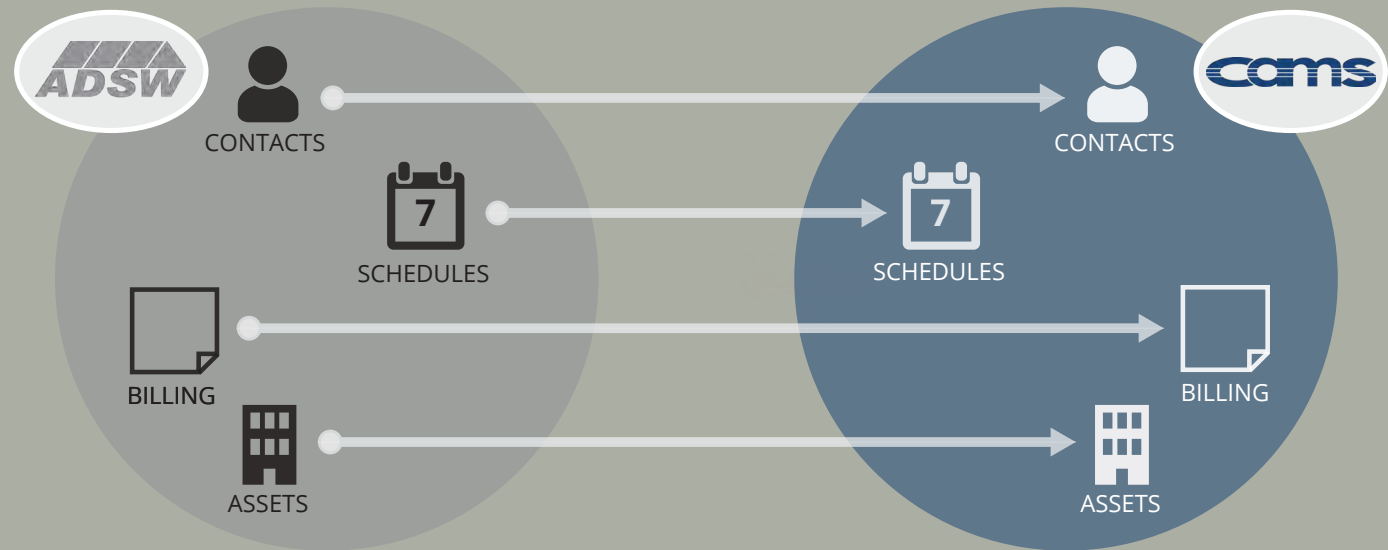
Watch the CAMS Migration Tool video tutorial

CAMS 9.1.5 release notes

version 9.1.5 published 26 August 2016

- Comm driver buffer moved from file system to database.
- Added licensing option for concurrent users.
- CAMS Virtual Operator feature:
    - auto on hold
    - bureau do not allow CVO for assets
    - disable CVO per contact
    - contact CVO Event Filter (in addition to contact Event Filter).
- Contacts – added copy/paste options for schedule using right mouse button action.
- Alert early to close.
- Secondary format template (for add-on devices).
- Secondary panel model (for add-on devices).
- Alarm text setting – contact ID extended reporting.

- Temporary Event Rules (e.g. power failure, storm feature), with option to exclude individual Assets.
- iView.
- IP Panels – CSV IP.
- Intermodule comms (Windows 10 compatible).
- Allow email using mail client and/or CAMS mail.
- Moved History and RemoteGuard forms into separate threads to allow access to contacts page, etc. while viewing RG or History.
- Added comms map to show asset and location on a Google map. This is a Suretek product feature, however it is available to other vendors under license.

CAMS 9.1.8 release notes

version 9.1.8 published 03 November 2016

- History search for message pattern.

- Use default template if EventCode not found in the one that is set for the Asset.

- Exclude restore events for Pager Recipients.

- Sending to pager for events that become active upon completion of temporary suppression.

- Patrol Companies searchable by City/State/Postcode.

- Global Phone book that applies to all assets.

- Exclude SMS replies (and other generated comments) as operator notes when enabling Alarm Finalise option.

- Import Zone Definitions from XLS/CSV files

- Configurable alarm action for restore events (e.g. Log to history or display on screen) for Event Type setup and custom Zone Rules setup.

- Time of day for Contact 'Not Available' dates.

- Time of day for temporary notes start and end dates.

- RemoteGUARD event handling can ignore events with same sequence numbers; and registration alerts stop reporting with 3 days of expiration; file copy-to-clipboard option for RG Event clips

- Popup tooltip to display alarm details in History view.

- Pager Recipient settings added to Patrol Service Provider setup.

- Added option to reserve multiple Asset ranges per bureau (reservation not enforced; just recommended)

- Pager send to NOSIGNAL, FAILTEST1 and FAILTEST2 timer checks.

CAMS 9.1.10 release notes

version 9.1.10 published 28 November 2016

• Deadman Monitoring with options to Create Alarm Event.

• Send SMS, Send Emails, Send Pager Messages.

• Option for specific Receiver and Line mapping to Asset Prefix.

• Voice Code to contact per Asset (previously global option).

• Reports to Cams Client menu option.

• Reminder Message setup to CAMS Client menu option.

• OnTest window now floating window in CAMS client.

• Postal information to Asset setup.

CAMS 9.1.13 release notes

version 9.1.13 published 19 December 2016

• Single date added to Reminder Messages.

• Comms Device section added to Asset Installation details including (Device, Polling Plan, Serial No, and Date Online).

• SIMS2 ZoneCode definitions.

• Surgard Four protocol utlizes final 2 digits for eventcode.

• Surgard 3 Four Plus Two protocol to use all digits after pos 19 when deriving Event code.

• Radionics Common protocol can remove spaces when deriving eventcode.

• Alarm action options (Alarm window, schedule window, Log only) for restore event types

• IR Fast Line No. calculation consistent with other protocols.

• Old Message Timeout setting to CVO messages to automatically remove events from Pending CVO window where no reply has been received within the specified timeout period.

• Allow disabling of DeadMan monitoring for Administrator and Account level users

CAMS 9.1.16 release notes

version 9.1.16 published 13 February 2017

• Time Zone setting to Add/Copy Asset wizard.

• Smooth .mpg playback duration with Videofied.

• First Access Time stamping for events with automatic SMS set.

• Prevent Suspended Assets from being set on test.

• Holiday Group name change enhanced.

• Auto-report setting for Event History reports to suppress sending email where report contains no records.

• Enhanced alpha numeric username and header for report printing.

• Printing options to NSR window.

• Seamless auto-dialler from within Patrol Dispatch form.

• Patrol details display in History form

CAMS 9.1.19 release notes

version 9.1.19 published 30 May 2017

- Include/exclude sub-areas in Asset search.

- Auto-clear temp schedule on Close event (used for operator extend schedule to next close, etc. actions).

- IR Fast Support for Integriti Panels.

- Enhanced supressed event to alarm event.

- LF now received as part of IRFast transmission.

- Comms device option added to Asset add/copy function under Installation/Equipment template option.

- LTC events that are on hold or have patrol dispatched will generate a GENERAL alarm to indicate the 'Now Closed' condition.

- Alarm message pattern matching for On Test settings.

- Validation checks for contact not available times.

- Visual map for Bureau AssetNo reservations which shows Used, Reserved and Available AssetNo per Receiver No prefix.

- Enhanced Operator Audit Log to allow better data spanning across multiple archived databases.

- Enhanced AssetNo changes displaying service event details

- Enhanced the History event detail for improved AssetNo records display.

- Fast access to Pager message sending from Asset Details form in CAMS Client.

- Status bar Pager Count instant updating .

- Pager Test message frequency now faster.

version 9.1.19 published 30 May 2017 (continued)

• Receiver Number, Receiver Name and Caller ID to Alarm Event History view.

• Caller ID recording for FE900 and Surgard Receivers.

• Create service request as an automatic Response Plan per Event Type as a Global setting with Bureau and Asset level overrides.

• Auto-finalise alarms (always, or only, ID SMS is sent) as an automatic Response Plan per Event Type as a Global setting with Bureau and Asset level overrides, with pre-defined schedule extension for Late to Close events.

• Enhanced Response Plan data entry for Bureau and Asset settings. Overriding the default settings requires mouse-click to first turn off the 'Use Default' option.

• Additional information provided on Installation tab in Alarm Action forms in Cams client.

• Suspend single zones to block processing and history recording.

CAMS 9.1.30 release notes

version 9.1.30 published 1 February 2018

- Added Avigilon cameras to RemoteGUARD

- Improved Sound Alerts including replaying of unactioned events (excluding events onhold)

- Added ETA to Service Event List

- Added Zone Details tab to Service Event Action

- Added Bureau and Client Type filtering options to No Signals Received window

- Fixed ZoneID issue where zone details not displaying correctly on the Ontest setup and display forms.

- Fixed issue in SMS conversation display where multi-line messages being displayed on a single line

- Removed Deadman Monitoring. New version will be released soon.

- RemoteGUARD Alarm Action – when multiple virtual patrols are queued, the selected one will be performed.

- Added Traffic Alerts to SMS Auto messaging

- RemoteGUARD Alarm Action – corrected issue where patrol complete flag was not being set in case where multiple patrols were queued

- RemoteGUARD FollowZone – display correct Zone and cameras when actioning sub-area events

- RemoteGUARD – Added support for automatically de-registering deleted cameras from the RG Registration server

- RemoteGUARD – Added predefined layout options to Multiview setup and automatic camera association within

- RemoteGUARD – Added 2 days and 1 day to registration expiration warning events

- Added Bureau and Asset Names to Email Subject for automatic reports

- Separated Phone Dialler into TAPI Driver and Dialler Commands to allow TAPI driver to remain running to cater for cases where initialisation time is excessive prior to first

- Added option to update all areas when changing Temp Schedules from Cams Client

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version 9.1.30 published 1 February 2018 (continued)

- Receiver – Fixed issue where multiple packets in single message resulted in leading packets being discarded

- Receiver – Improved monitoring and reporting of dead connections and auto recovery steps

- Receiver – added patch for MLR2 IP Address reporting to conform to SIA Block standards

- Receiver – Added SafeTCard option (only available to select control room)

- Receiver – Added extra baud rate selection options

- Fixed IRFast issue where zone info was missing when processing Review Text

- Fixed IRFast issue where Restore events were not being recognised

- Added Zone Rule processing to IRFast events

- Added monitoring/processing of TEST1 and TEST2 eventtypes to IRFast events

- Fixed EventType properties issue where Restore Sound File not being used

- Added import tool for migrating Patriot databases into Cams9

- Removed auto-finalisation function for events with the "must phone" property set

- Added option to allow auto-finalisation of LTC events without having to set an extension time to the scheduled close time.

- Fixed issue with Supressed Events not immediately appearing on Events Pending screen when suppression time expired.

- Fixed issue with Alert Not Restored Events not immediately appearing on Events Pending screen when wait for restore time expired.

- Fixed DSN issue in Database setup options

- CSVIP – allow port selection up to 64K; previously 32K

- CSVIP – improved monitoring of Poll Fail conditions

- CSVIP – added EventType rule processing

version 9.1.30 published 1 February 2018 (continued)

• Fixed issue with OnHold Events not immediately appearing on Events Pending screen when OnHold time expired.

• Fixed issue with report schedule refresh option where report changes were being incorrectly reported.

• Changed the format of the LastReportTime and the NextReportTime display fields to be consistent

• Fixed report export issue where double dots (e.g. 'report..pdf') were used in the export filename

• Added Bureau and Asset Names to Email Subject for automatic reports

• Fixed issue with Open Close Schedule timer checks where incorrect schedule type was being used under some circumstances (Normal, Temporary, Holiday, Extend)

CAMS 9.1.40 release notes

version 9.1.40 published 2 September 2018

- Added KeyID to Asset search criteria

- Added print Asset List from Bureau/Accounts form

- Added list to show all temp notes per asset

- Fixed Response Plan Auto-Finalise setup bug

- Added Global Phone List with [F6] quick access

- Added Unrestored alarms list to Cams Client with double-click for drill-down

- Added DOB and age to contact details in Cams Client

- Added search patterns to History including (AssetNo, AssetName, EventTypes, EventMessage, CallerID, ZoneNo List, ReceiverNo, Date/Time range)

- Added Global History with [F5] quick access

- Added CVO to Global Asset Contacts

- Added ClientCode Range to Receiver Mapping configuration allowing specific Client Codes to map to specific AssetNo prefixes

- Added JobType option to Patrol Events

- Added JobType option to Service Events

- Added Bureau specific dialling prefix to allow auto-dialling the ability to present preconfigured caller ID

- Actioning of RemoteGUARD events automatically display the 'most-likely' view relative to the alarm condition based on Camera Event, Virtual Patrol, and Follow Zone allowing operator predictability.

- Changed Asset Details report to include Comms Device details and Contracted Responses per EventType

- Added History option to Client Toolbar

- Added Reports option to Client Toolbar

CAMS 9.1.60 release notes

version 9.1.60 published 22 May 2020

- Added Email to search options

- Added user-defined variable options to Query Form

- Added Service Parts list

- Added ability to edit Asset details from Cams Client (for administrator users)

- History now shows Receiver numbers, First Access and Finalise details

- Display Service Request details from History view

- Mass Email option for Site detail update/confirmation requests per Bureau

- Added Cancel Restore option allowing events to be displayed and automatically cleared upon open/restore event, where previously they were suppressed from the operator view until preset time had elapsed.

- Added Multicom control to alarm action window for Installation Comms Device settings where Device Type is set to Multicom (requires Cams Gateway Services)

- Added Multicom Caller ID. Requires coordination with SG4 System to enable this option.

- Added manual event insertion from Cams Client

- Added ability to force alarm to restore from alarm action window

- Changed iView to display Multiview window by default. Click onto each camera to increase size.

- Added option to copy LogicalIDs where registering Avigilon RemoteGUARD cameras.

- Added multi alarm processor to Cams Receiver with Priority Level alarm processing (pre-release version)

- Changed Operator actions to use database time rather than server/workstation synced times.

- Added StartTLS option to Email Server options to cater for issues with office365.com email servers

- Fixed problems with Avigilon event retrieval

- Changed iView to use WebEye engine

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version 9.1.60 published 22 May 2020 (continued)

- Added search patterns to History including (AssetNo, AssetName, EventTypes, EventMessage, CallerID, ZoneNo List, ReceiverNo, Date/Time range, and Operator)

- History shows operator name for Manually generated events

- Changed archiving function to exclude pending alarms

- Changed background colour of General Notes

- Added Formatted String options to predefined alarm actioning quick responses.

- Added Restore Tracker option when finalising alarms (that have not yet restored; and have a restore definition) to generate unrestored alarm event after user-defined time period. Enabled per workstation under Alarm Event Settings.

- Added Bureau specific auto-dialler prefix for outside line selection.

- Added integration to support the Bosch Cloud camera system

- Added API options for Hikvision and Dahua NVRs in iView

- Added Comms Device (Type and serial number) to search options

- Added option to enable/disable auto-refresh on Restore Tracker form

- Changed Frontel Alarm Processing to use parameter 7 for the zone (previously parameter 8)

- Change Alarm action to prevent Events that required phone call to be made from being placed OnHold

- Changed Archive database to use AUTO_CLOSE option to OFF

- Added Restore Tracker option to Alarm Action screen

- Added Unrestored Zone list to Alarm Action screen

- Added Unrestored Zone check when setting site/area OFF TEST

- Added ability to sort Restore Tracker form

- Added ability to sort the pending services

version 9.1.60 published 22 May 2020 (continued)

• Added API options for Hikvision and Dahua NVRs in iView

• Added Suspended, Online and Offline filter to Asset listing reports

• Added graphical schedule settings display

• Added "drag and drop" sorting options to Global Contact List

• Added option to propagate Service Provider settings to sub areas

• Added auto lookup to Alarm Action screens to perform backward lookup of Service Provider settings where not set for any particular sub area

CAMS 9.1.80 release notes

version 9.1.80 published 19 Feburary 2021

- Added function to Export Asset List in Bureau Accounts page in CAMS Admin

- Added function to Export Contact Details to text file from the Contact Details page in CAMS Admin

- Added ability to set site ontest/offtest from CAMS Admin

- Added ability to Change IP Address for RemoteGUARD cameras without the need to delete and re-register from the RemoteGUARD tab on the Edit Asset page

- Added ability to Change IP Address for all cameras at one site using a global update option from the RemoteGUARD Edit menu in CAMS Admin

- Added Images to Alarm Panel details page

- Added reference documents to Alarm Panel details page

- Added Unit Cost/Sale Price to Service Parts List

- Added Data protection for Asset, Contacts, Zones and Response Plans/Event Rules) for copy/update function. If protected, user is prompted before overriding the lock.

- Added Panel Location and Power Location to Installation/ Equipment page

- Added Panel Location and Power Location to Service Request report

- Added Serviceable Areas to Technical Service Providers setup page

- Added Serviceable Areas to Static Guard Providers setup page

- Added days of week to set schedule rather than having to set each day individually where the times are the same for those days

- Separated Event Type Rules from Response Plans, allowing customisation at global level, bureau level, site level, area level and zone level.

version 9.1.80 published 19 Feburary 2021 (continued)

- Added option to remap Event Type on a per site level

- Added ability to customise CVO SMS Template per Asset per Event Type

- Changed CAMS Admin Asset Details to show upper level Event Type rules with ability to perform customisation based on existing upper level rule definition.

- Added ability to (for example) disregard a BYPASS on a specific zone using the new Event Type Rules format.

- Added Event Rules option to copy/update Asset function

- Added License option to directly access URLs that are passed with alarm as extended text

- Added 3 ExtraName columns to Assets definition for internal Monitoring Centre use; allowing site/area identification or classification without compromising the Site Name.

- Added ability to override the SMS template on a per site basis.

- Normalised the Notes screen in CAMS Admin to match that when displayed in CAMS Client to ensure formatting is as expected.

- Added Deadman Monitoring via SG4 Gateway. Requires Gateway Comms Service to be running and Suretek Data Centre needs to be informed of contact details and response plans. All logged in CAMS Client users are monitored locally and inactivity as a group is reported to Suretek data Centre to take appropriate action

- Changed Pager send criteria to exclude ON TEST Asset and Zone alarms

- Added option to include zone list for on-demand service request reports

- Added Installer PIN, Comms Device, Comms Device SerialNo, Power Location and Panel Location to Service Request report

- Added Reports, Guards, History to CAMS Client main toolbar

- Added hot key [F6] to access Global Phone List from CAMS Client

version 9.1.80 published 19 Feburary 2021 (continued)

- Service Request tracking added to operator history (JOB CREATED, JOB EDITED, JOB FINALISED)

- Allow SMS from Service Request page (including Technical Services and Patrol Services)

- Added Multicom Live access from Service Request page

- Allow Asset Ontest from Service Request page

- Added search by Serviceable areas when selecting a Technical Service Provider

- Added search by Serviceable areas when selecting a Static Guard Provider

- Added 15 minute selection for Schedule Close Time extension

- Added option to Extend Open Time (similar to Extend Close Time) function for Late To Open event processing

- Added advanced options to search asset form (including search by AssetNo, Name, ExtraName, Address, City, State, Postcode, Region, Bureau, Account, Site Phone, Site Email, Voice Code, Client Type, Contact Name/PhoneNo, KeyID, PatrolID, Videofied SerialNo, CommsDevice Type/SerialNo, Alarm Panel Model/ Phone, RemoteGUARD IP/SerialNo)

- Added ability to send SMS directly from Service Request processing form

- Added ability to auto-dial and send SMS from Global Contact List including logging to Client History

- Added ability to display Service Event details directly from Alarm History form

- Added option to export to XLS from Query window

- Display the Installer Code on operator workstations rather than masking with *

version 9.1.80 published 19 Feburary 2021 (continued)

- Added new Follow Up function with custom response plan, accessible from either the CAMS Client Asset details page or the Alarm Action page

- Added management (edit/delete) for Follow Up queue

- Added DC09 communications driver option to CAMS Receiver with support for encryption

- Added Email communications driver option to CAMS Receiver

- Added option to encrypt the database password prior to storing in configuration text file

- Added CallerID and Originating Receiver number and name in CAMS Receiver Traffic Monitor

- Allow changing of Company Name for report header purposes

- Improved the Service Request Manager form in CAMS Client and CAMS Administrator

- Added an ONHOLD state for Technical Service events for newly created requests (only applies to CREATED state)

- Allow editing the Service Request message while state is CREATED/ONHOLD (i.e. prior to DISPATCH state)

- Added JobNo column to Pending Service Events window

- Improved the column sorting for the Pending Service Events window

- Added functionality to allow column re-order for all alarm and service action windows

- Extended the Operator name field to allow for CAMSLink username prefixes

- Added Status section to Alarm action windows to show Online/Offline, Suspended, OnTest/OffTest and Open/Closed states

- Fixed issue where CLOSE signal is received at the LTC Check Threshold resulting in mis-reporting of LTC condition

- Fixed max date issue with Performance reporting

CAMS 9.2.0 release notes

version 9.2.0 published 16 March 2022

- Map Ref changed to allow Longitude, Latitude coordinates to be used and display on google maps from Cams Client

- Added Mobotix, Tiandy and TVT API access to iView

- Added Email Notification module to allow alarm and restore notifications to be emailed to Asset or Bureau recipients with EventType filtering

- Added POLL message and user-configurable timing definitions with fail and restore monitoring option to reduce the amount of heartbeat noise in the history view

- Separated the SMS notifications from the alarm event processing to improve performance

- Separated the processing of restore events from the alarm event processing to improve performance

- Improved automatic report delivery performance

"

I can honestly say that after comparing CAMS with ADSW I would not go back to ADSW again. Even if ADSW was updated I still wouldn't go back.

- Darren Morris, Security Coordinator
  CQ University

Read the case study

Apr 2022

"

ADSW Monitoring Centres will benefit from all the new enhancements. I think it's probably a very good time for ADSW users to take a look at CAMS.

- Tim Huntley, National Operations Manager
  Statewide Monitoring Services

Read the case study   Listen to the podcast

Collaboration

Like all great challenges, we can't do it by ourselves: we work closely with all of our customers and partners to push innovation forward. The result has been the implementation of the important updates outlined in this PDF.

Send a CAMS feature request

Your business needs

We developed CAMS to change the game for Monitoring Centres because we believe Monitoring Centres are at the heart of the alarm industry.

CAMS design is founded on the three pillars that we believe all monitoring software should be built upon:

- 99.9% uptime: undelivered alarms renders your monitoring software useless, so we built a network that absolutely guarantees 99.9% uptime. Suretek's intelligent network delivers alarms during outages, disruptions and line breakages. CAMS sits safely on top of our patented Suretek network.

- Efficient workflow: we continually design CAMS for greater efficiency, ensuring even the most organised Monitoring Centre can respond more quickly with fewer resources. As a result CAMS continues to maintain its reputation as the most intuitive monitoring software globally.

- Continued innovation
Because we believe the Monitoring Centres are an irreplaceable part of the process, we are devoted to

developing CAMS as a platform that keeps Monitoring Centres where they should be - at the centre of alarm monitoring. Since 2000, CAMS has become the platform that connects a national community of Monitoring Centres and bureaus – with major innovation and openness at its core.

Other Resources

ⓘ CAMS Video Tutorial Library

ⓘ RemoteGUARD

ⓘ AlarmLINK

ⓘ TechTools

ⓘ Multicom Alarm Communicators

🛜 Podcast Channel