

2018 Mobile Apps Guide

A look at apps that can improve a dealer/integrator's productivity



In the security industry, mobile apps tend to face the end-user. There are hundreds of apps for video surveillance camera viewing and control; apps that empower a mobile phone to become an access control credential; of course, apps to control your customers' alarm and smart home/business systems; and more.

For security dealers and integrators, these apps are selling points, but what about apps that are targeted at the dealers and integrators themselves? It turns out, there are quite a few offerings in this arena; thus, instead of focusing on security end-customer-facing apps, this year's SD&I Mobile Apps Guide will take a look at the apps that will empower security dealers and integrators to be more productive, design and specify systems and much more.

All of the apps listed are available on both iOS (Apple app store) and Android (Google Play store) unless otherwise indicated. Just search the applicable store for the app name and you are on your way.

Installation & Product Support Apps



HeliLink by Resolution Products

Enables dealers to program and configure Resolution Products' Helix Security and Automation platform, including the enrollment of new wireless devices, configuration of system parameters, and naming of sensors. The direct wireless link to the panel maximizes flexibility and performance for installers.



Telguard Installer Tools

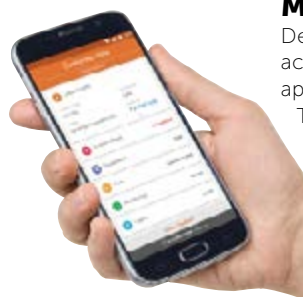
Enables technicians to activate or replace Telguard devices, verify a HomeControl Flex installation and even leverage the smartphone's camera as a barcode reader to quickly and accurately capture the product serial number.



DKS Digital Lock Manager

Android only

Enables users and installers to manage the access codes in DoorKing's model 1515 digital entry lock using the Near Field Communication (NFC) feature on an Android phone. Easily add and delete access codes, set the relay strike time, add Hold Open Codes, set lock-out times and more.



MobileTech from Alarm.com

Decrease installation time and increase accuracy with Alarm.com's MobileTech app, which includes an exclusive Remote Toolkit to help ensure that installations are done right the first time while enabling remote customer support. Easily enroll video cameras, locks, thermostats and other smart devices through the app and search the entire Knowledge Base for quick answers to installation questions.



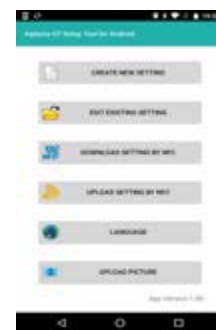
Bosch Security Dealer

Provides a mobile platform for security professionals who install and service Bosch Security Technology solutions, with info including: product info, special promotions, competitive info, industry data and more.



ASSA ABLOY Technical Support

Provides access for the listed ASSA ABLOY Technical Support departments with the ability to share real time video and audio from a phone or tablet with the company's Technical Support Representatives.



Iphone GT Setup Tool

Android only

Installers can set up an Iphone GT Series system by simply uploading data with an Android device to an NFC compatible GT Series station. Installers can create new settings, download/upload and edit existing settings, and upload standby images to GT-DMB-N entrance stations.



iBridge from Napco

The iBridge app enables dealers to do full troubleshooting, service calls, programming of the system, adding smart scenes and devices – all without a truck roll, from any smart device.



Mercury Installation Assistant Utility (IAU)

Web-based app exclusively for Mercury Security dealers

This tool enables an integrator to field test (remotely) and validate that controllers are wired up correctly. It is available for download via Mercury's partner portal.



March Networks GURU

Puts advanced diagnostic information, tools and support right at your fingertips, including instant access to the collective brainpower of a virtual technical support team, with troubleshooting tips, video tutorials, RMA shipment status, warranty status, and much more.



Verint Smart Support

Empowers users to connect with Verint customer service and support 24/7, on-demand from a mobile device, including remote access to support requests, training videos, troubleshooting tips, RMA requests, warranty status, and more.



EntraPass Go Install from Johnson Controls

Provides easy configuration of Kantech KT-1 and KT-400 controllers by scanning a QR code. The scan auto-fills the controller's MAC address and serial number, eliminating the need to manually enter the information thereby avoiding potential errors.



Honeywell AlarmNet 360

Enables security professionals to configure and maintain supported systems. It makes it easy to connect directly to the Lyric Gateway via the panel's Wi-Fi access point while onsite, and to transfer the latest firmware or configuration files from your mobile device to the panel.



3xLogic VISIX V-Series Setup App

Designed for use by field installers to efficiently set up and configure VISIX V-Series cameras. The utility will gather key installation information such as site name, location, camera name, and other key camera data.

Product Specification Apps



Altronix Mobile

Android only

Features a fast and intuitive product finder along with technical specification tools. It provides security professionals with all the information they need to specify Altronix products while in the field.



Site Survey App by Inovonics

The EN7017 survey kit and app provides security integrators with a wireless blueprint in advance of installing devices, allowing the quick preparation of accurate quotes. This assures integrators that the system quoted will perform as designed, and allows end-customers to see the range and coverage Inovonics provides.



AXIS Site Designer

Exclusive to Axis partners via its website

Pick just the right cameras for any surveillance scenario. Adding accessories and picking a recording solution is quick and easy,

and when input is complete, a comprehensive bill of materials that includes everything needed to complete the installation can be printed.



WiseNet Toolbox from Hanwha Techwin

A product specification app that includes a product selector, FoV calculator and bandwidth calculator for technicians in the field.



SecurityTronix System Advisor

Includes key selling, designing and site survey tools. An included site survey tool collects data for upload to SecurityTronix Architects and Engineers, who then

turn this data into a complete bill of materials for the integrator to use for the quote.



Anixter

The Anixter mobile app enables users to browse its catalog of nearly 300,000 items to place an order instantly. Narrow results by product type, attributes and brand. View product images and download manufacturer specifications.



LTS App

Search LTS's entire security product line of more than 600 products with a simple tap on the screen. Simply log in to access exclusive prices on the full product catalog with premium support, search options, and special savings only available through the app.



ADI US

The ADI app is the fastest, easiest way to find products and place orders for pick up or shipment. Use search or browse to shop all of ADI's products or use "Shop My Branch" to only shop bestselling products in stock at your local branch.



equip and Performance cameras from Honeywell

Interactive presentation of Honeywell Security IP and High Quality Analog cameras and NVRs/DVRs ranges. It shows their

features and benefits, includes QRcodes and links to download the current datasheets.

System Design App



System Surveyor

iOS only

This easy-to-use digital system design tool enables professionals to import floor plans; drag and drop system elements; capture and report on functional requirements; take and associ-

ate photos; and securely share information. All of this important information is captured in one place, making reference and updates easy, convenient and secure.

Salesperson & Technician Apps



ConnectWise Mobile

Users can dispatch and notify field employees; create service tickets on the fly; schedule appointments while on site; enter expenses and access client account and contact information on the go. Requires a ConnectWise Mobile Add-on license.



WeSuite Go! by WeSuite

Empowers sales teams to effortlessly hit their goals on any mobile device. Easily view, add or edit all prospects, contacts and opportunities with one-click technology. Quickly manage Tasks for the day that will steer a clear path to increased sales.



BidMagic Tech Calendar

Manages schedules and tasks for field technicians. BidMagic creates work orders, service tickets and quick tasks. Techs can view their schedule, maps and directions to jobsites, open detailed work orders and service tickets, mark tasks complete and clock in and out of appointments from mobile devices.



TrackTik Guard Tour

A multi-featured platform that connects field personnel to management and clients through a suite of guard management tools, powerful business intelligence modules, and automated financial management solutions.

Training Apps



Learning & Performance from Milestone Systems

Available exclusively to Milestone partners via its website

Partners sign up for a My

Milestone profile, then can access the courses on a tablet or phone. Tablets work best because the modules are set up to also be used on-site, with checklists and procedures to easily follow to ensure optimal installations.

Customer Management Apps



SedonaOne Mobile Payments by Perennial Software

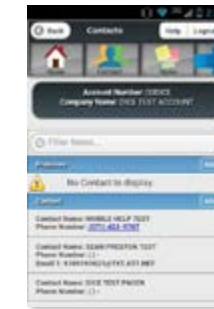
Android only

Enables on-site sales or technicians to accept payments by credit card and check, turning an Android device into a point of sale terminal. Securely accept payments using sturdy, professional-grade MagTek readers



EMERgency 24 Dealer

EM24 alarm dealers can access their subscribers' accounts, view recent history, place entire accounts or specific conditions on test and find nearby subscribers using the GPS, which will then provide driving directions to the property.



Matrix Mobile Vivid from DICE Corp.

Designed with the dealer in mind, the app allows technicians and dealers to view and edit account information and notes, place accounts on and off hold, see equipment available on site, and search detailed account history.



BoldNet Mobile from Bold Technologies

Provides streamlined account accessibility on the go. Mobile readers provide technicians with portable access to security system accounts on-the-fly. Put accounts on test without waiting for assistance from a call center or needing to access a computer.