

## SENTINEL'S 24/7/365 NATIONAL MONITORING CENTER PROVIDES THE SUPPORT YOU NEED

Sentinel's National Monitoring Center provides enhanced alert monitoring and officer support 24/7/365. Our highly trained Monitoring Center personnel oversee the entire compliment of Sentinel's technology, service and product offerings. In addition, our Monitoring Center is responsible for automated- and live-notification alerts that includes direct contact with participants and supervising agencies.

Based on an agency's contracted specifications, our staff can also assist with the verification of violations as well as identifying and confirming the causes of those violations. Monitoring Center personnel also assist agencies in the completion of participant enrollments, the creation or editing of curfew schedules, the creation and management of GPS zones, and in the execution of alcohol testing.

In addition to managing alerts, Monitoring Center personnel also provide these diagnostic and troubleshooting support services:

- + Assisting users with all aspects of electronic monitoring while monitoring all alerts and violations 24 hours a day in real-time (including holidays);
- + Providing around the clock diagnostic assistance and equipment and software troubleshooting support and;
- + Notifications by phone, email, SMS/text and fax 24/7/365.

### Live Help Desk

Prior to a program's launch, Sentinel's Help Desk establishes all contract implementation and notification procedures as required by the agency. Once established, Help Desk personnel are available to provide high-level technical support and advanced troubleshooting to agencies during peak business hours as well as support agencies with all aspects of their program to ensure it operates smoothly.



Our highly experienced Help Desk personnel are not only authorized to support customers via phone, email, and fax, but are also able to provide written documentation and analysis of participant activity that can be used internally by the supervising agency or in the legal system.

The National Monitoring Center allows Sentinel to offers its customers these best-in-class electronic monitoring support services:

- + Advanced troubleshooting and high-level technical support;
- + Expert analysis documentation of electronic monitoring activity;
- + Report creation and analysis;
- + Creates and maintains custom agency profiles and notification procedures based on customer requirements;
- + Assists users with logins, passwords, enrollments, and alert processing information;
- + Inventory management: Orders and returns processing, inventory allocation, and the replacement of equipment, and;
- + Available by phone, email, and fax Monday through Friday from 6:00 a.m. to 5:00 p.m. (PST).