

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 hours a day, seven day a week 365 days a year. The highly trained monitoring center personnel oversee a digital dashboard of mission critical information. These dedicated professionals ensure that with automated and live-notification alerts are delivered smoothly to participants and supervising agencies.

Based on contracted specifications, any violation is quickly identified, confirmed and possible cause verified. This information is passed along to the supervising officer and agency electronically and or verbally. Monitoring Center personnel assist agencies in the completion of participant enrollments, the creation or editing of curfew schedules, the creation and management of GPS inclusion or exclusion zones, and assist with alcohol testing. Monitoring Center personnel can provide these support services:

- + Assist users with all aspects of electronic monitoring and monitor alerts and violations 24 hours a day in real-time;
- + Provide around-the-clock diagnostic assistance and equipment and software troubleshooting support;
- + Deliver phone, email, SMS/text and fax updates 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 specialized technical support and advanced troubleshooting during peak business hours.



Help Desk personnel provide written documentation and analysis of participant activity. This has been found to be an incredibly valuable service by supervising agencies and legal teams for internal purposes.

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).

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