Integral alarm events system for public transport
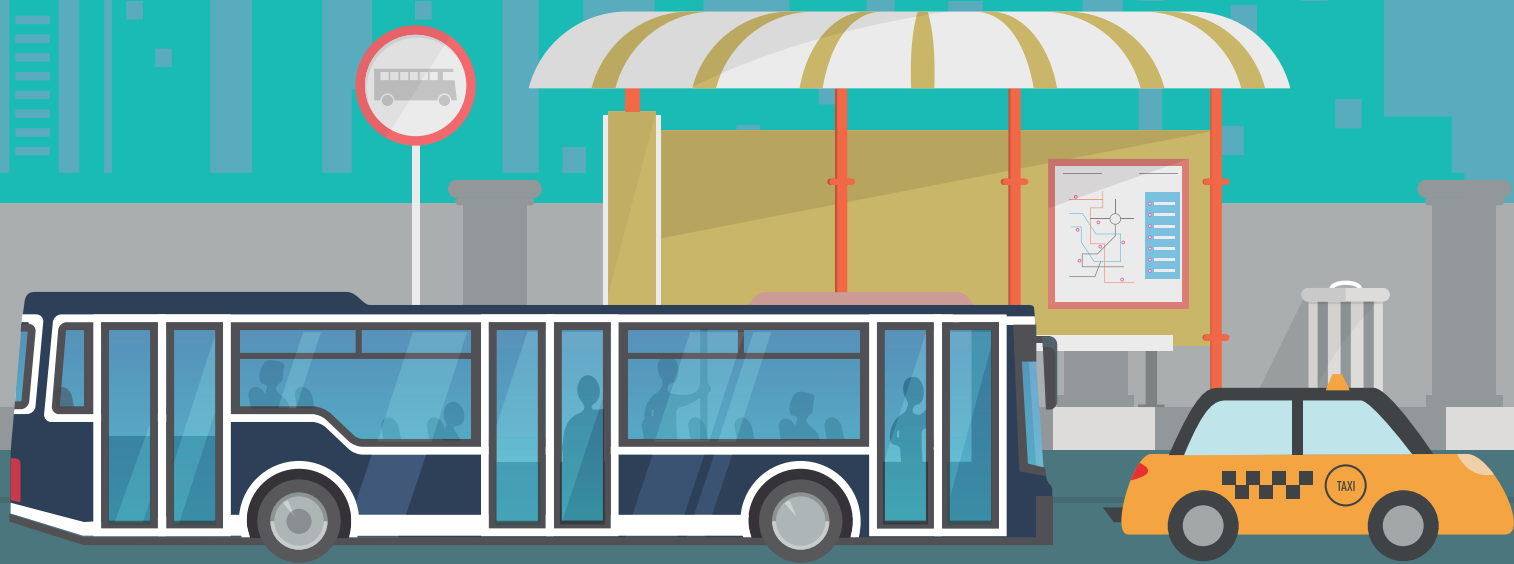
• Integral system of alarms for buses and taxis

SmartPanics – Alarm monitoring system

SoftGuard is a comprehensive alarm monitoring platform for buses and public transport. The SoftGuard system receives and manages the alarms events coming from mobile units (buses) either from a fixed panic button, SmartPanics app or GPS devices and allows the operators the alarm events attendance management for it to be checked and solved.

The SoftGuard solution aims mainly to optimize the communication between the driver and the public security in emergency situations and improve security for passengers on the street.
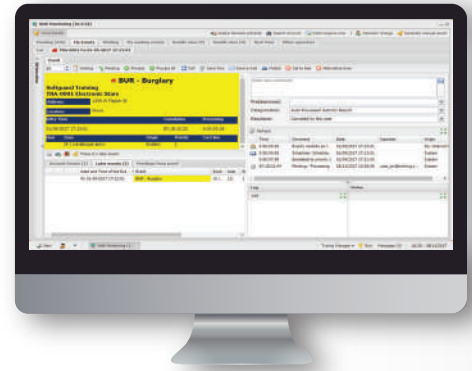
Web monitoring

This is the central module of the system, which allows you to administrate the different mobile units along with their data (ID number, plate, driver, images, contacts, etc). Said platform administrates all the incoming events for them to be processed. The operator can check live cameras to verify the alerts or for prevention, categorizing the different events to control and audit. Besides, it can issue historical events report of the buses such as routes, kilometers, timetables, etc.

TrackGuard
Buses tracking

This module allows the mobile tracking and monitoring of the different GPS devices, providing access to their location online. It allows sending location reports with filters classified by devices or dates, issuing of graphic historic routes, and grouping of vehicles by fleet.

Audit and control tools

- Administration of pre-established routes.
- Deviation notifications.
- Fuel consumption.
- Stopping times.
- Geofences of inclusion and exclusion.
- Speeding.
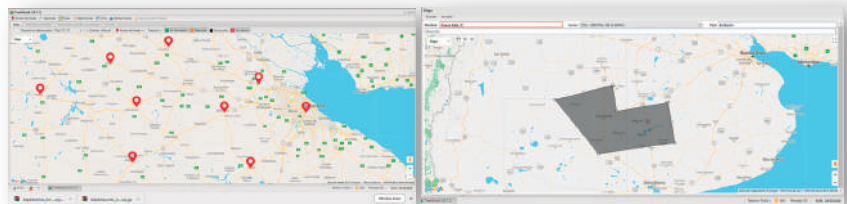
Web Manager
Perform a full online audit of the monitoring system through graphics and statistics

- Audit the operators.
- Control signals traffic.
- Alarms in process.
- Active units.
- Georeferenced alerts on the map.
- Increasement in amount of buses.

Video verification

Designed to integrate video and audio to the alarm events received at the monitoring central station in a simple and intuitive way, on demand or by simply following a system verification or periodic control routine. This way, the video equipment installed inside the units will allow the operator to understand and process the event, improving response times by having access to live images.

What are the functions of the SoftGuard video module?

1 · Administrate the access of operators to the system to view or not video of each account; allows only to receive image in case of events or access from the monitoring center to perform periodic verification routines.

2 · Administrate the relationship between accounts and video + cameras equipment installed in a protected vehicle.

3 · Relate the historic video clips of each alarm for each subscriber to the monitoring account databases.

4 · Generate a detailed video access operations log for each operator.

Authorities report

Incoming events to the central system will be forwarded and addressed to the competent authorities such as police. The information received in the remote terminals through the Desktop Web system is detailed. Every action executed by the remote operator will be recorded for subsequent control.

• SmartPanics · Alerts sent from Smartphones

Smartphones offer huge possibilities as personal emergency warning devices. They let you multiply the driver's individual protection in a robbery, medical assistance and violence situation or can be used as a prevention tool for suspicious activity.
SmartPanics app protects drivers 24/7 wherever they are, connecting them to the monitoring center.

SmartPanics has five buttons to send alarms on its main screen:

- **SOS/Panic:** Sends a panic event to the monitoring center.
- **Fire:** Sends a fire event to the monitoring center.
- **Assistance:** Sends an assistance or medical alarm event to the monitoring center.
- **On my way:** Sends a delayed SOS event to the monitoring center
- **Here I am:** Sends the driver's exact location.

They can be edited to configure other types of alerts and also can be hidden in case you want to use less buttons.
While sending an alarm event, the SmartPanics app allows the end user the use of several multimedia functions to communicate with the central monitoring station.

- Send images taken with your smartphone's camera.
- Add audio files.
- Send an email from your preset address.
- Make one-touch calls (automatic).
- Record and send a video.
- Send SMS.
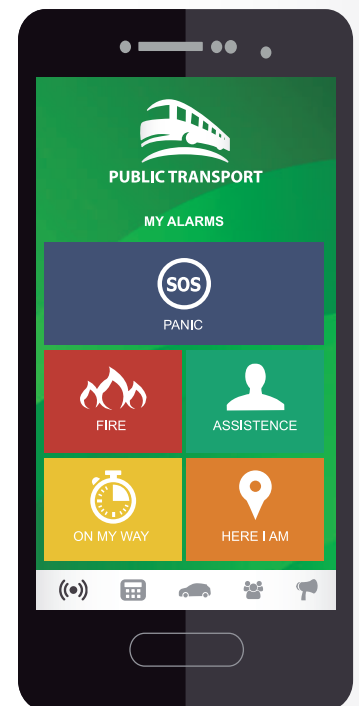
SmartPanics is useful if:

- Driver or passangers' security is at risk
- There is an incident
- In an emergency situation that requires immediate assistance

Integral alarm system

Send alerts anytime, anywhere

SOS alarm sending

SmartPanics allows you to send an emergency message with your satellite position so you can be found and be assisted easily.

My Alerts - Reporting system

The app allows you to set 12 extra alerts so the driver can report a problem to the monitoring center, without the need of being in an actual emergency.

My messages

Through the SmartPanics APP the central monitoring station or the bus terminal can send notifications by push messages to the entire community in the face of any protest march, total or partial closure of streets or avenues, etc.
This service is included with the SmartPanics APP.

Anticipate and prevent to grant greater security

The driver can press a button as a precautionary measure and operators at the monitoring center can access to the cameras to verify the situation.

• Panic buttons strategically placed in every mobile unit for drivers use

Every mobile unit will have a panic button linked to the alarm system installed at the monitoring station. This button will allow to send an alarm event (panic, robbery) when a problem occurs inside the unit. The alarm signal wil be received and attended in the SoftGuard system where the name of the unit, ID number of the vehicle and location will be identified.
The panic buttons can be strategically placed in two places: steering wheel area, for a quick access with your hands and pedal area, for a quick access with your feet.

GPS devices for the mobile units

Every unit can count on a GPS device that will allow satellite location of the buses for the operator to see its location on the map.

- • Dual SIM
- • Jamming Detector
- • Internal backup battery
- • Audio (ambient listening)
- • Internal memory storage
- • Remote firmware update
- • 6 inputs / 3 outputs

* This item is not provided by SoftGuard.

Mis alertas

THEFT

UNREST

SUSPICIOUS ACTIVITY

UNREST

TRANSIT SLOW

WASTE IN PUBLIC ROAD

PUBLIC TRANSPORT
MY ALERTS

THEFT

UNREST

SUSPICIOUS ACTIVITY

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