

NOONLIGHT

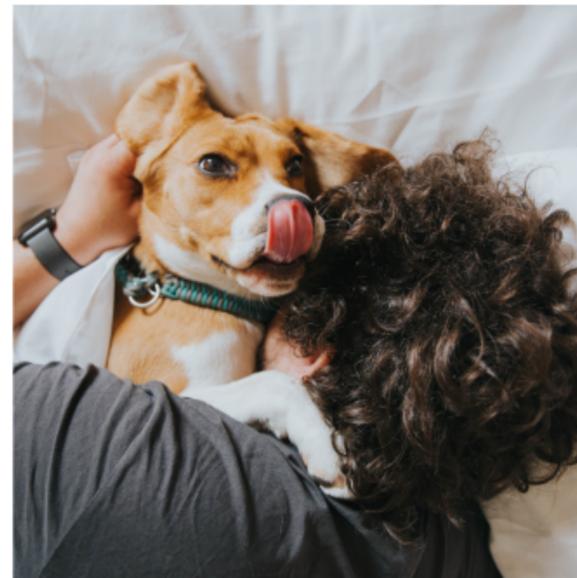
Professional Monitoring

Hi 🙌 we're **Noonlight**
Professional Monitoring!



OUR MISSION

To protect and comfort people so they can live freely.



OUR PLATFORM

Noonlight Consumer App

Leverage insight into consumer's unmet safety needs to drive new product capabilities



WYZE

arlo

AXON



Leveraging partnerships to extend value to other industries/use-cases

Dealers

Expand reach w/in home and commercial security industry

Noonlight APIs

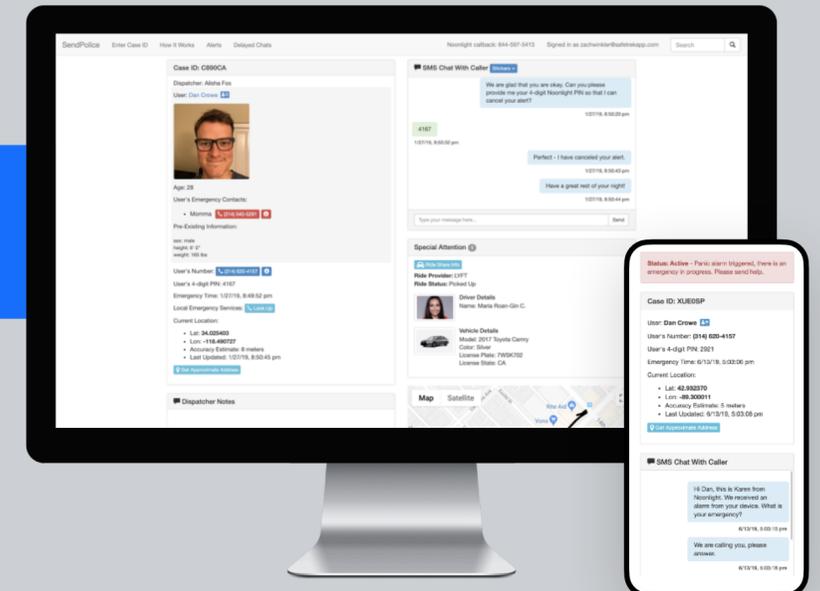
Empower other companies to add 24/7 professional monitoring via simple, affordable APIs

Noonlight receiver technology

Extend integration formats to broaden service applicability / utility

Noonlight Responder Interface

Facilitate faster, more informed emergency response using rich data



Today's monitoring solutions are generally clunky and out dated

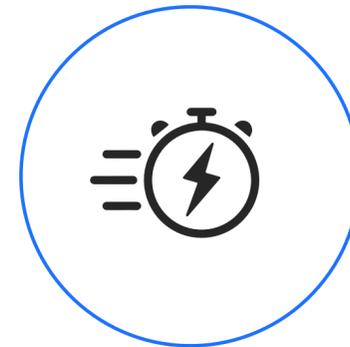
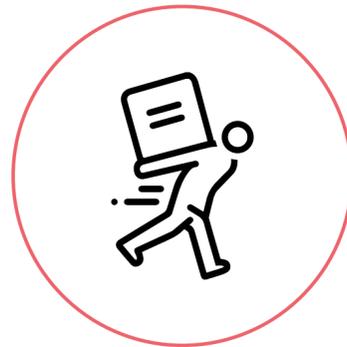
The result: sub-par experiences for your customers & you, the dealer, being left having to manage customers through manual, time consuming processes

PROBLEM

SOLUTION

Cumbersome account onboarding and management

Account onboarding requires data entry (location, devices, contacts, etc.) across multiple locations.

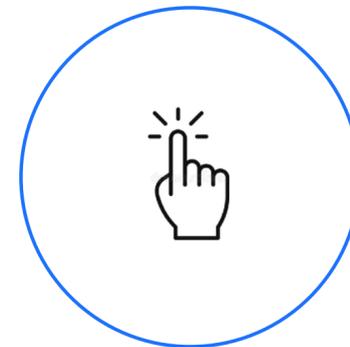
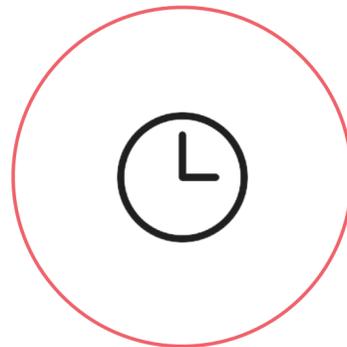


Automatically sync data across alarm platforms

Integrations with top alarm platforms such [alarm.com](https://www.alarm.com) allow us to pull data directly into our system saving you time, energy and the headache of hoping it was entered properly.

Long, manual testing/troubleshooting procedures

Testing / troubleshooting systems often requires reaching out via phone to the central station to put account in test, collect additional information, etc.



Test new or updated installations with the click of a button

Trying to test a new install? Adding a sensor and want to ensure it was set up properly? Put your accounts in test with the click of a button.

Poor end user experience leading to increased false alarms/dispatches and higher attrition

Users missing calls or not having the necessary context increase likelihood of false alarms and unhappy customers.



Deliver best in class monitoring for your customer

Engaging with your customers via SMS has shown to reduce false alarms by more than 50%. Contact cards allow your customers to save Noonlight in their phone so they never miss a text or call again, not even in "silent mode". Rich context passed to our dispatchers allows them to effectively help customers in a time of need.

Our solution

Streamlining account onboarding and management

✓ Accelerated account onboarding

Automatically sync data from your alarm platform provider, removing the need for double data entry, allowing you to focus on high-priority tasks and delivering incredible customer service.

Pull in everything from location and account holders to device/zone information.

✓ System & sensor setup verification made easy

Tired of having to deal with your monitoring center just to put an account in test? And then again to find out if the system works?

With Noonlight you can put accounts into “test mode” with the click of a buttoning our mobile friendly portal.

The screenshot shows a user interface for managing an alarm account. At the top, there is a search bar and a 'Sign Out' button. The main header displays the address '1416 Pebble Beach Dr.' and account details: 'Alarm.com Account #3d7065147' and 'CS Account #1001'. A prominent blue button labeled 'Enable Test Mode' is visible. Below this, the 'Property Description' is shown as 'Yellow, single story house with two car garage on West side of Pebble Beach Dr.' with an 'Edit' link. The 'Contact List' section contains a table with one contact: Lisa Aspinall, phone number 619.675.8917, PIN/Safeword Penguin, and Duress Code Cheetah. The 'Devices' section includes a table with four rows of device information. On the right side, the 'Signal History' section lists four events: Burglar alarm (Front door, Sep 22 10:10AM), Armed (Keith Johnson, Sep 22 10:00AM), AC Trouble (Basement unit, Sep 22 10:10AM), and an Automated test (Sep 22 10:10AM) which is marked with a blue checkmark icon. At the bottom right, there is a 'Deactivate Account' button.

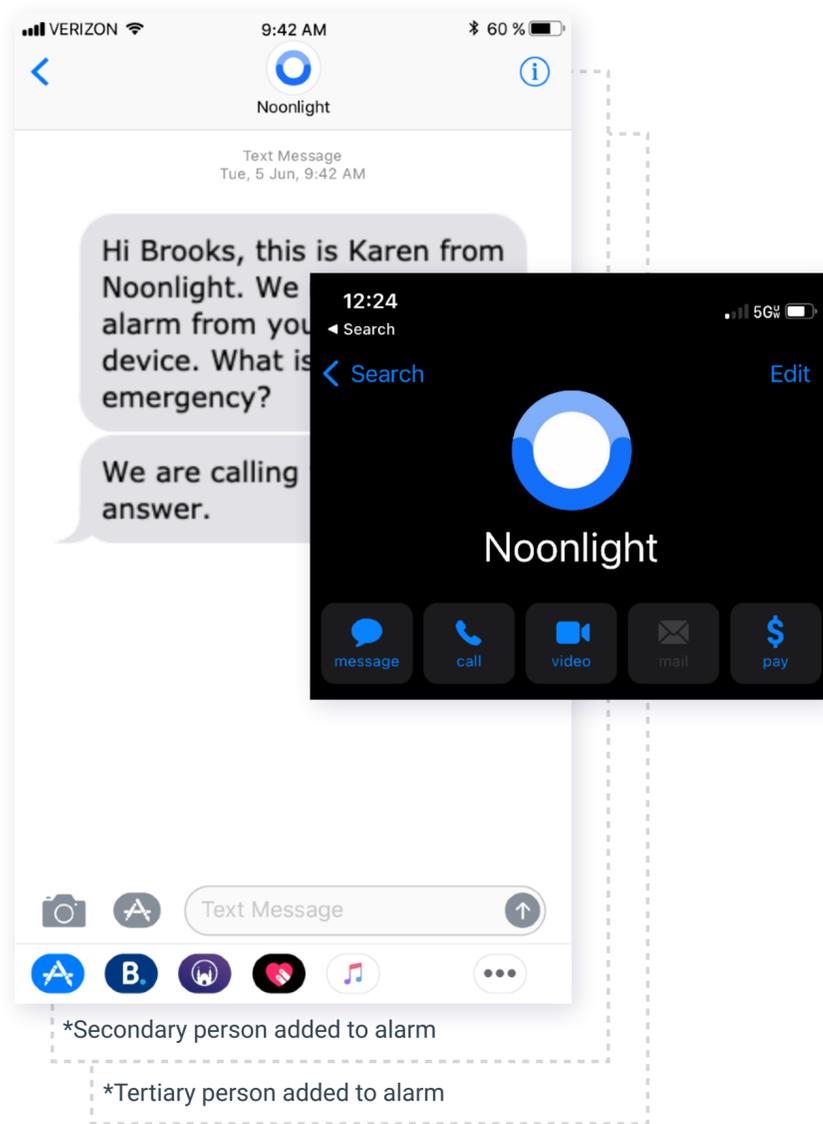
Name	Phone number	PIN / Safeword	Duress Code
Lisa Aspinall	619.675.8917	Penguin	Cheetah

Device ID	Device Name	Device Group	Sensor Type	Reporting Type	Partition	State
1	Front Door	2	Contact Sensor	Entry/Exit	1	Open
2	Office Window	2	Contact Sensor	Perimiter	1	Closed
1	Front Door	2	Contact Sensor	Entry/Exit	1	Open
2	Office Window	2	Contact Sensor	Perimiter	1	Closed

Signal	Location	Time
Burglar alarm	Front door	Sep 22 10:10AM
Armed	Keith Johnson	Sep 22 10:00AM
AC Trouble	Basement unit	Sep 22 10:10AM
Automated test		Sep 22 10:10AM

Reducing false dispatches

Provide your users the protection they deserve without the burden of unnecessary false alarms



✓ Increase response with SMS and Contact cards

Engaging with your customers via SMS has shown to reduce false alarms by more than 50%, and that's just the beginning.

Noonlight contact cards allow your customers to always know who is texting and calling and bypass silent mode, allowing them to stay informed and reduce false dispatches.

✓ Filtering out the noise

Noonlight's technology and protocols are constantly being updated as both the system and we learn. With input from human feedback and machine learning we can more intelligently handle and filter potential emergencies.

Add an extra layer of filtration with Noonlight's video verification solution.

Delivering an amazing customer experience

Our technology allows our agents deliver your customers the highest quality of service

✓ Caring & knowledgable dispatchers

Armed with rich contextual data, our trained agents stay focused on the goal of providing assistance with humanity and compassion in any situation.

Tailored SMS and phone calls deliver a comforting, personal experience during times of need, while keeping your customers informed throughout the entire emergency response process.

✓ Fast, informed response

Noonlight processes and rich contextual data allows us to get answers quickly and accelerate dispatching through verified emergencies.



Simplifying the migration process

We know migration can be a long painful process. With Noonlight, its as simple as connecting to your alarm platform and letting us do the rest. We pull in all the necessary information and activate your accounts within minutes.

Search

Sign Out

1 Create your dealer account

2 Connect your alarm platform

3 Select an account for your test drive

Lets get you started with a test drive!

Connect to your platform provider. Once connected, you can pick an account for test driving the Noonlight monitoring services

	Connect
	Connect
Other Use another automation platform? Add to the list and we will let you know as soon as it is available	Request

Search

Accounts

Sign Out

Inactive 4 New 3 Issues 4

Beach Dr. e, CA 96150	Lisa Aspinall michaelfoster@example.com	1004	✓
Beach Dr. e, CA 96150	Lisa Aspinall michaelfoster@example.com	1004	Activate Account
Beach Dr. e, CA 96150	Lisa Aspinall michaelfoster@example.com	1004	Activate Account
Beach Dr. e, CA 96150	Lisa Aspinall michaelfoster@example.com	1004	Activate Account
Beach Dr. e, CA 96150	Lisa Aspinall michaelfoster@example.com	1004	Activate Account
Beach Dr.	Lisa Aspinall	1004	Activate Account

1 2 3 4 5 6

Next →

Delivering a faster, more informed response

Industry Leading Standards & Handle Volume



3

Redundant locations
Lafayette, Baton Rouge, Chicago

92

Dedicated operators

1M+

Noonlight human
handled alarms to date

:10 sec

P95 time to first operator
touchpoint

10K+

Video monitoring
events handled per day

Thank you

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