

The stages™ ecosystem

The value proposition increases as your operations grow

1 Sample stages configuration

This diagram represents a sample configuration of stages™, the most comprehensive central station operations platform available today. Each individual product provides a unique value to your operations and when used together helps grow your business substantially.

2 Flexible Architecture

Action Plans

- Provides high return in operational efficiency
- Increased speed to ticket completion

Automation of Tasks

stages™ can bring a large level of automation to your central station.

- Database backup
- IVR Callback and Response

Signal Recognition

Over **3600** signal codes recognized (and growing every month)



- stages™ Connect
- Gathers signals in the network and passes onto stages™
- Flexible design, integrates with older signaling systems seamlessly

Modular Design

- Provides high availability in multi-server deployment
- Scalable design that grows as your business does.

Industry Recognized

- UL 827 certified
- Stages products bridge the gap between NIST Framework and UL 827 Certification



Data Migration

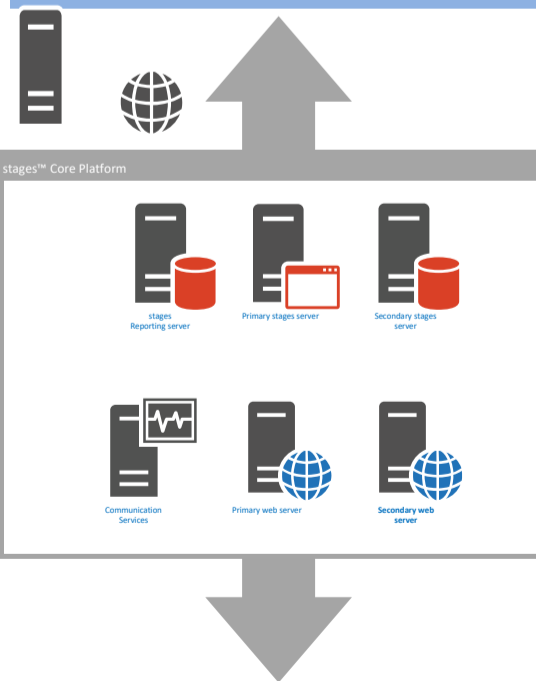
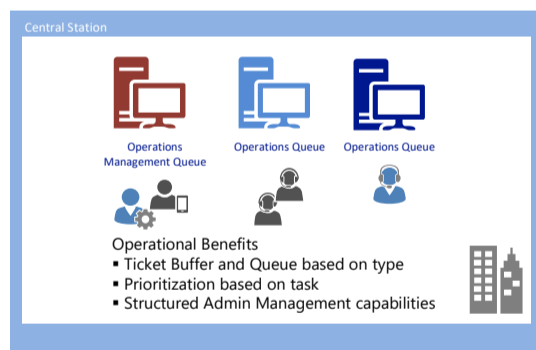
Using an existing legacy solution? SGS has the capability to migrate your data to the stages platform with a minimum impact to your operation.

External Integration

- Third party integration with external email and web services
- Telephony integration
- IVR integration
- 2-way live and archival video
- 2-way live and archival audio
- Complete media historical reference

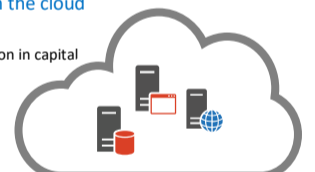


4 Performance, scalability, and redundancy

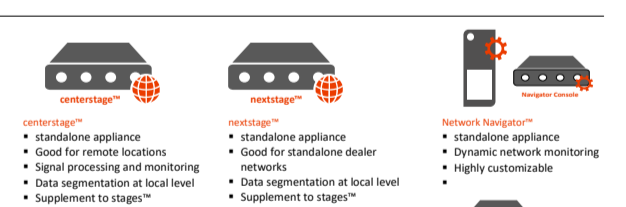


stages™ in the cloud

- Stages in the cloud
- Same functionality with a reduction in capital expense
- Gains in scalability and efficiency
- SGS certified cloud partners



	Option	Location	Business Model	Ownership	Management
stages™	Dedicated Host based	On-Site or Co-location	Capital Expense	Own	Self
stages™ in The cloud	Cloud based	Virtual	Operating Expense	Lease	3rd Party



SMS Messaging

SMS Messaging for notifications and two-way validation help automate the verification process and information flow.



Managed IT Services

SGS provides a comprehensive suite of IT data security services to help you manage your infrastructure and address any security threats.

3 Extensibility and Capability



Application Programming Interface (API)

A complete set of stages™ libraries allows you to extend the capabilities of stages by programming your own functionality, either in a standalone application or with other external applications.

5 Information Availability

Mobile Applications

Information always on, at your fingertips wherever you go.



Chat Capabilities

Interactive Chat provides:

- Multi-user communication mode
- Internal and External sourcing

6 Unparalleled Service/Support

24/7 NOC Support

SGS provides round the clock support for your business. You never sleep so we never sleep.



Development Support

With over 500 new features added to its products in the last 7 years, SGS is committed to the continuing innovation of the stages™ product family.

