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Alarm.com Launches Dealer Installation Mobile App

New app offers security dealers a set of mobile tools for easier, faster installations

Vienna, VA – April 10, 2013 – Alarm.com, the leading provider of interactive security services, today announced the launch of MobileTech, a new suite of mobile apps designed to optimize the system installation process.

MobileTech enables Alarm.com Dealer Partners to more easily install Alarm.com-enabled security, video and home automation systems, and to securely troubleshoot any issues through their mobile device while on site at the customer premises. MobileTech is accessible to dealers as an iPhone and Android app, and through a dedicated website optimized for mobile devices. With the ease of accessing key customer creation and support tools through their mobile devices, technicians can rely on MobileTech during the system install process to ensure a streamlined and successful installation.

MobileTech delivers numerous benefits to Alarm.com dealers – and their customers – including:

- Reduced install time – Installers have easy, remote access to key information (for example, installation guides), and can perform essential tasks, such as swapping system equipment, that result in an accelerated installation process.
- Enhanced system install process – Installers can use MobileTech to view any trouble conditions, check the system status, test image sensors and verify the correct operation of other sensors and devices throughout the installation.
- Improved customer experience – The installation process represents a critical customer touch point, and with mobile access to checklists, support documents and troubleshooting guides, installers can go above and beyond to better support new and existing customers, and create stickier and more satisfied customers in the process.

MobileTech includes tools and information for all Alarm.com product lines, including security, motion and image sensors, video cameras, lights, locks and thermostats. MobileTech was designed and developed based on feedback from Alarm.com Dealer Partners and was evaluated by dealers during a pilot program. Throughout the pilot, MobileTech proved to be of significant value to dealers, especially in cases where the security control panel did not offer on-screen instructions for certain programming steps, such as the installation of an image sensor, video camera or home automation device.

"We are focused on developing new and useful tools for our Dealer Partners to help make their business more efficient and productive. We believe that it is important to not only develop new and innovative products for end users, but to also ensure our dealers are equipped with state of the art tools and services they need to more effectively operate their businesses and improve the customer experience," said Anne Ferguson, director of partner marketing, Alarm.com.

Several Alarm.com security dealers piloted Mobile Tech prior to the broad release, and their feedback was consistently positive.

"MobileTech is a valuable onsite tool for Monitronics dealers who are installing and servicing accounts. Having immediate online access to system information and troubleshooting support saves time and reduces the need for call support. The result is a more efficient process for the technician and the customer," said Bruce Mungiguerra, vice president of operations at Monitronics.

Interested dealers should download the iPhone and Android apps or access the mobile website from their phone's browser. Search for "Alarm.com MobileTech" in the Apple App Store or Google Play, or access the mobile website by going to www.alarm.com/mobiletech.

About Alarm.com

Alarm.com, founded in 2000, is the industry leading technology provider of interactive security solutions. Through its proven technology platform and advanced wireless, mobile and web-based solutions, Alarm.com helps protect and empower over a million residential and commercial customers throughout North America. Alarm.com delivers interactive security, video monitoring, home automation and energy management to users

exclusively through a network of thousands of licensed and authorized Dealer Partners. For more information, visit the company's website at www.alarm.com.