

# nevula

central stations

- With the creation of **nevula CS**, the monitoring center ceases to be a rigid place of reception and attention of alarms.

- **nevula CS** is the technology that transforms a traditional monitoring center into a **high-impact cloud service offer**.

- **nevula CS** gives way to the incredible world of web technology and its endless possibilities



Cloud Computing

SOA  
(Service Oriented Architecture)

Web Services Technology

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Ciudad de México

Technology by

**XPECTRA**

### nevula cs is:

- Costs reduction
- High availability of information
- Flexibility and mobility
- Optimization of processes
- Continuity of operations
- Constant technological evolution
- Increased security of your information
- More services, more sales, more customers



**Characteristics**

**Based in cloud**

nevula CS is a cloud platform that is updated periodically to take advantage of the technological innovations available, the user enjoys the advances in a timely and transparent way allowing him to operate his business without any worries or additional investment. In addition, the user enjoys a reliable service with a minimum of interruptions resulting from the selection of a recognized and certified cloud service provider, which guarantees a reliable service without estimable risks of service interruption, with nevula CS you are guaranteed an optimal level of performance of your applications.

**Novel Web Interface**

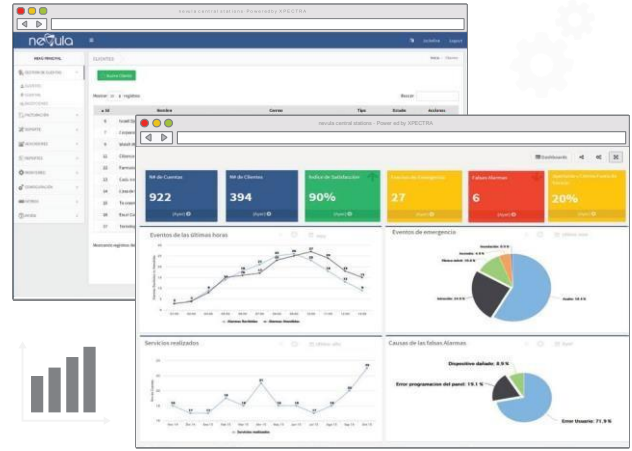
With a web page-based solution that works on any machine with minimum specifications that includes a browser and internet access, with nevula CS you do not require incurring additional maintenance, licensing and upgrade costs.

**Great User Experience**

With nevula CS experiences a novel experience created with UX concepts in mind and designed to make the processes simpler and more intuitive, leaving behind the interfaces created by programmers for programmers, with complex management processes and non-intuitive systems.

**All included in your monthly payment,**

You will be able to count on all the necessary services for your management without overpaying, with a model based on the size of your business that allows you to grow without affecting your costs, avoid surprises with updates or maintenance expenses and licensing in small letters.



**Easy Billing and Collection iNext release!**

Tools for billing management, collection, payment gateway (direct payments), collection alerts, payment notifications, cutting and reactivation of services automatically.

**Agile Tool for Technical Support Management**

Incident and technical service control in an automated and online direct way with your customer. Creation of service tickets, assignment of technicians with notification on your mobile phone of the technician and the customer with photo of the assigned staff and measurement of satisfaction.

**Maintenance with Full Coverage**

Metacenter of Support operating 24 hours a day and 7 days a week, anticipating problems and detecting potentially dangerous situations. Multimedia help tools available and ability to provide ongoing support and follow-up to your needs

**Maximum Security and Protection of your Information**

Information encryption, fragmentation of data access and use of certified connectivity protocols (https, AES256) and continuous backup of critical data.

**Effective Business Management**

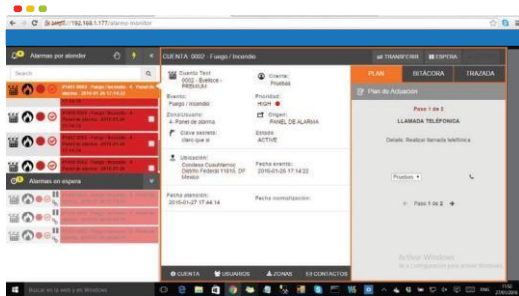
Constant measurement of your business results in indicator boards and automatically generated reports

**Personalized Look &Feel**

Increase the loyalty of your customers with mobile applications adapted to the image of your company.

**More services for your customer from your smartphone**

Panic button (dangerous situations, medical emergency and immediate assistance); receiving security alerts and managing support service requests.



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## Characteristics

### All services served from a single interface

Integration into a single application of all customer services, from there you can Manage Alarms, Manage Support Requests (theft, doctor, fire, online assistance) and Manage support requests.

### Customer loyalty

nevula CS offers the user direct communication of the client with the operator of the monitoring station, not only in response to events from alarm (police, firefighters, medical help) but also for the provision of other services such as request technical support, among others.

### Scale-up of the business with minimal investment

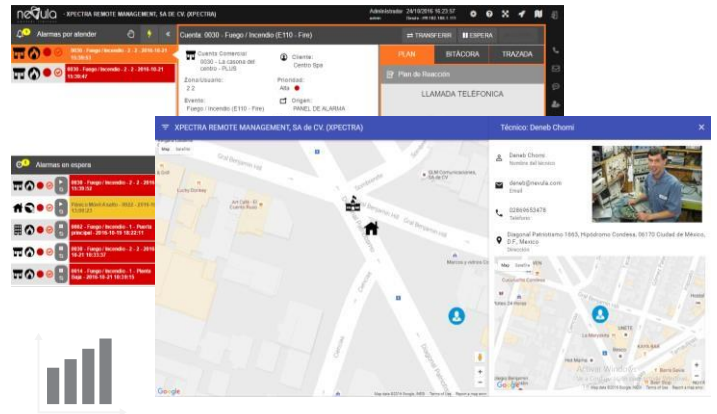
Starting with a minimum investment of equipment to access the cloud, the user can expand according to the number of subscribers that he subscribes, allowing the outsourcing of the service with a very basic investment that facilitates the creation of a scalable business with incremental investment based on its expansion.

### 24x7 high availability to cloud service

Operators and customers can log in at any time and from anywhere to monitor events, and learn about statistics and information related to event attention.

### Crisis management

Supports the prevention, management and alertness of crisis management, from the Monitoring Center it will be possible to manage the situation according to the contingency protocols established in the guidelines defined and configured in the application, in addition these guidelines can be audited and adjusted periodically according to the results obtained from the management. Allows you to leave registration and log of the guidelines executed for further consultation and verification

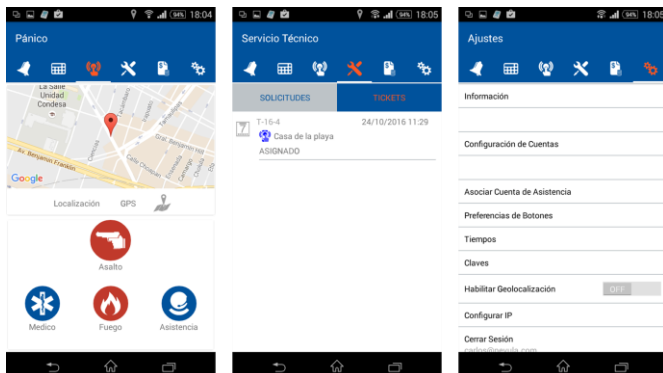


### Flexibility of service options adaptable to customer needs

nevula CS provides options for customer notification and attention, which will allow you to configure packages adapted to different needs, has three modalities available:

- **Standard Client:** is the traditional service, alarms are received and attended by the operators of the Monitoring Center with the Nevula cs Platform, and the customer receives notifications on their mobile device.
- **Self-monitoring client:** the customer receives the alarm on his mobile phone, from there he has the power to confirm, whether the alarm should be answered, or, on the contrary, must be ignored, it is the customer who decides whether or not to request the attention and / or reaction.
- **Notification Client:** this service notifies the customer on their mobile phone that there is an event, it is a service designed to keep informed customers that are served by some other on-premises service and who need to progressively migrate to cloud and/or mobile phone services

In addition, the platform is fully adaptable for both home, industrial, corporate buildings, public offices, and implementations of any dimension.



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