Alarm.com Enhances MobileTech, the Essential App for Technicians

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TYSONS, Va., April 11, 2018 (GLOBE NEWSWIRE) -- Alarm.com (Nasdaq:ALRM), the leading platform for the intelligently connected property, announced new features and capabilities for MobileTech, Alarm.com's mobile app for technicians. MobileTech's intelligent tools for account configuration, system installation, device enrollment, and comprehensive system diagnostics help Alarm.com's service provider partners to more efficiently support their customers. With newly available features, technicians can ensure accurate installations, decrease time spent on-site, and reduce support calls and return visits.

"The increasing complexity of smart home and business systems gives service providers a growing opportunity to differentiate through the quality of service they deliver to their consumers," said Dan Kerzner, Alarm.com's Chief Product Officer. "With tools like MobileTech, the Alarm.com platform enables our service provider partners to efficiently install and support these more advanced and valued systems. They can confidently offer a broad range of solutions to drive new growth, knowing that they can also provide a superior experience across every step of the customer lifecycle."

The latest enhancements to MobileTech streamline access to key capabilities and provide information

- **Service Appointment Reminders.** Automated emails sent on behalf of the service provider remind customers of appointments and keep them informed about when their technician will arrive. Technicians can also see auto-generated tasks to help them stay on schedule throughout the day.

- **Device Notes.** Technicians can now use MobileTech to take notes and pictures during installations or other onsite visits to improve troubleshooting efficiency and installation quality over the lifetime of the account.

- **Quick Links.** MobileTech now offers Quick Links so service providers can add external website links and give their technicians access to all the information they need without switching between multiple apps and browsers. Quick Links and other helpful resources, like Alarm.com's Knowledge Base and installation/troubleshooting wizards, can also be "pinned" as tabs within the MobileTech app, putting these resources just a tap away.

- **MobileTech Podcast.** Produced and hosted by the product and support experts at Alarm.com, the MobileTech podcast keeps technicians on top of the latest tools and processes to improve their next installation or service call.

MobileTech also includes Remote Toolkit, a comprehensive suite of tools that help ensure accurate installations, reliable system performance, and rapid troubleshooting. Remote Toolkit includes System Check, a real-time diagnostic tool that verifies installation quality and system performance, as well as the Command Catalog, a tool for sending common system commands like "Network Rediscovery," "Change Entry Delay," and "Manage User Codes."

MobileTech is part of Alarm.com's Growth and Productivity Services (GPS), a suite of programs and tools designed to support the end-to-end business needs of Alarm.com's service provider partners. Provided free of charge, GPS includes sales, marketing, installation, troubleshooting, ongoing customer engagement, training, and business health tools.

The MobileTech app is available for both iOS and Android and is available for free download in the Apple App Store and Google Play Store.

ISC West 2018 attendees can learn more about MobileTech and GPS by visiting Alarm.com at booth #23015.

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About Alarm.com
Alarm.com is the leading platform for the intelligently connected property. Millions of people depend on Alarm.com's technology to monitor and control their property from anywhere. Centered on security and remote monitoring, our platform addresses a wide range of market needs and enables application-based control for a growing variety of Internet of Things (IoT) devices. Our security, video monitoring, intelligent automation and energy management solutions are available through our network of thousands of professional service providers in North America and around the globe. Alarm.com's common stock is traded on Nasdaq under the ticker symbol ALRM. For more information, please visit www.alarm.com.

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