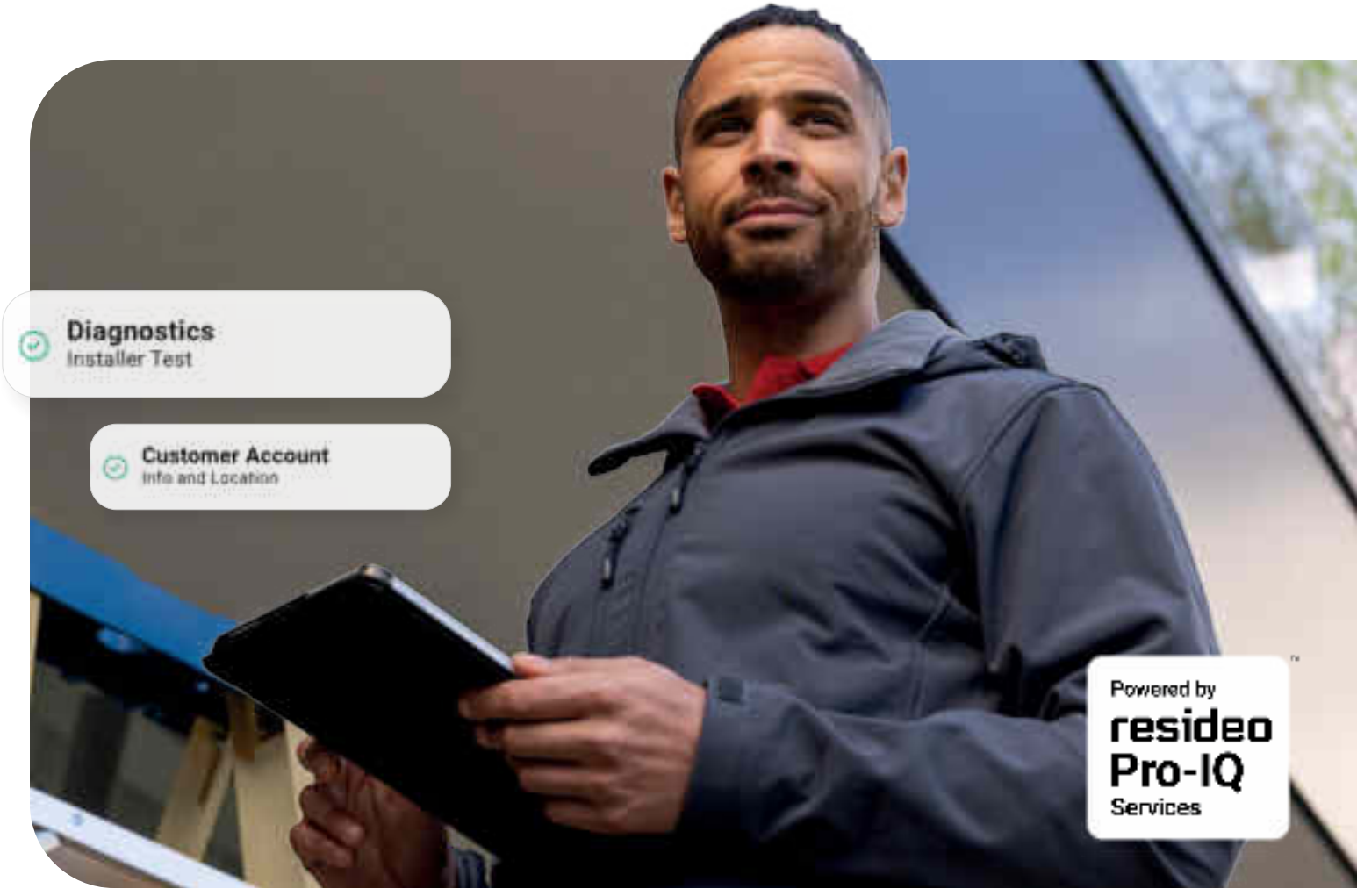
resideo | FIRST ALERT

# Resideo One: Designed for pros and built for efficiency

## The security industry is evolving—and so are the ways Resideo helps grow your business.

The Resideo One portal is a comprehensive business management tool that brings dealer operations, technician workflows, and the end-user experience together to optimize labor, increase loyalty, and generate leads. With multi-site, multi-region architecture and redundant pathways, the Resideo One portal helps keep essential dealer and customer workflows available. That means your teams can move quickly, respond confidently, and stay focused on the customer.

**It's the power of a fully connected ecosystem, tailored to your goals.**



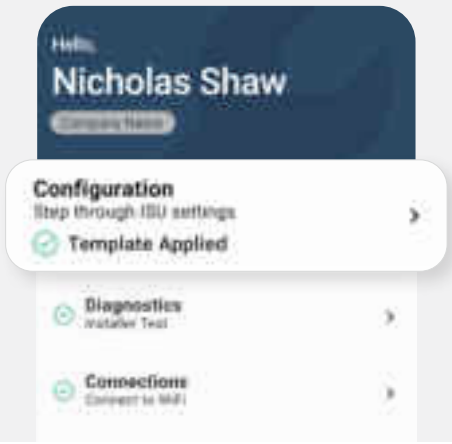
# Grow your business—not your headcount

The Resideo One portal and Resideo Technician app help you get the most out of your crew, your time, and customer interactions so you can scale with confidence.

## Optimize labor

Utilize intuitive tools to help streamline installs, reduce troubleshooting time, and support more productive teams.

- Software-guided installation streamlines every step
- In-app diagnostics and status checks reduce troubleshooting time
- Unified account and customer management in one place
- Highly responsive interface with clean, intuitive navigation
- Built for speed and responsiveness
- Single point of data entry
- Bluetooth® programming




## Drive loyalty

Deliver a personalized customer experience while keeping your brand front and center as customer needs evolve.

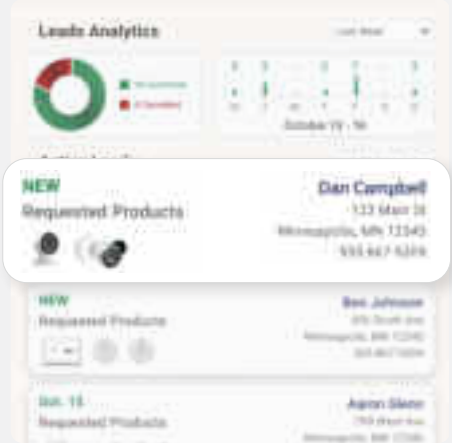
- Branded in-app experience creates direct connection to your company
- The average customer sees custom in-app brand messaging many times a month
- Reliable architecture designed to minimize disruptions
- OTA updates that resolve issues before customers notice
- Engaging Resideo Connect app gives customers control over connected devices




## Generate leads

Turn everyday system insights into new revenue opportunities with smart recommendations, alerts, and expansion-ready services.

- Real-time system insights to identify upgrades and maintenance needs
- Smart alerts and recommendations tailored to each customer
- Built for expansion across a connected whole-home ecosystem



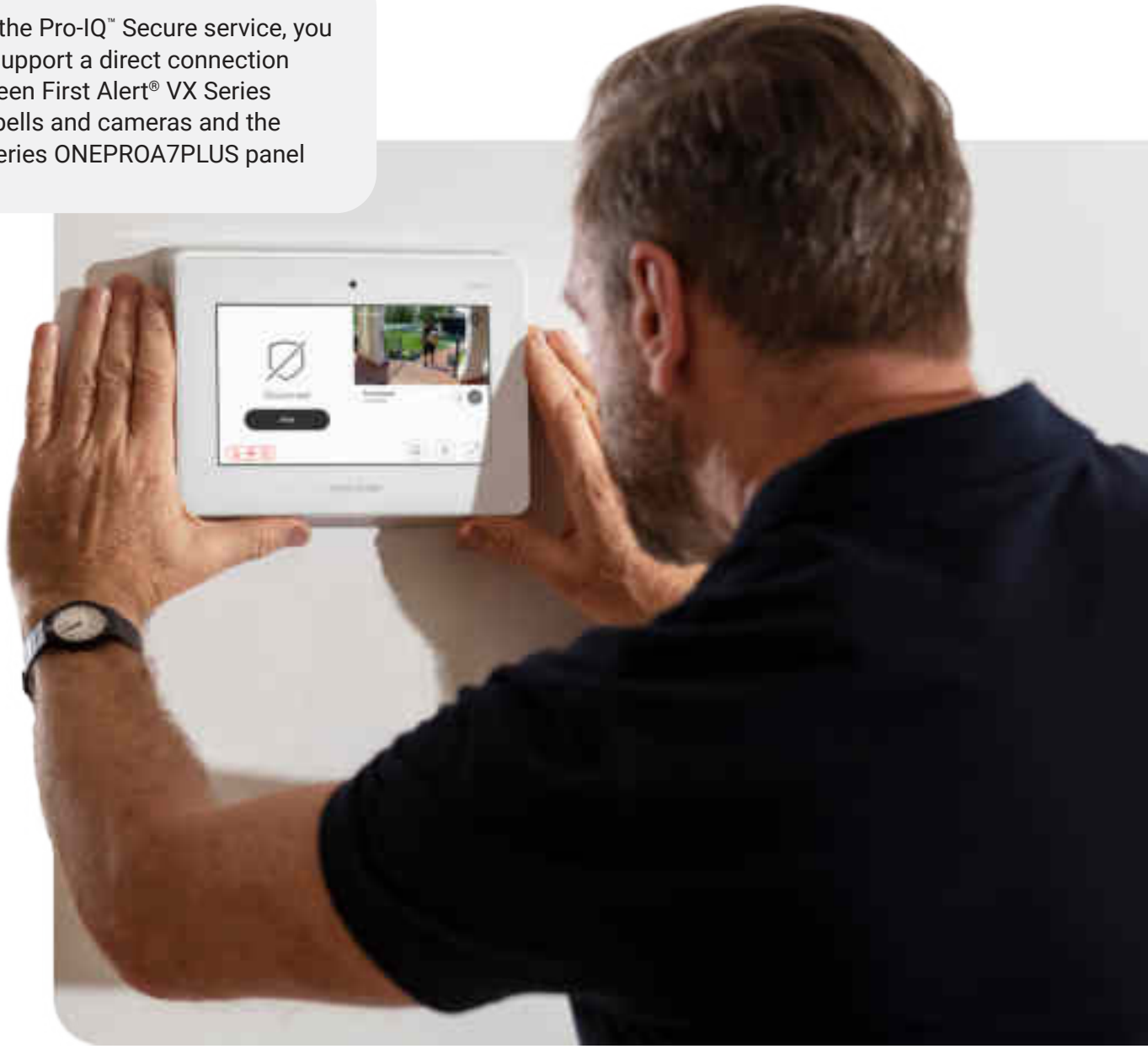
# Expand your capabilities

Designed for integrated intrusion and video solutions, the Pro-IQ™ Secure service allows pros to deliver connected intrusion detection and monitoring while creating opportunities to connect with customers and enhance their offerings.

**Pro-IQ™ Secure service delivers:**

- Intrusion detection and professional monitoring with central station integration
- Mobile app access
- 30-day cloud storage for up to 3,000 clips per camera
- Basic AI-powered object detection
- Support for up to 64 VX cameras per location

With the Pro-IQ™ Secure service, you can support a direct connection between First Alert® VX Series doorbells and cameras and the ProSeries ONEPROA7PLUS panel



# Connected control

Whether it's overseeing your business, delivering fast installs, or helping customers manage their systems, Resideo apps provide a centralized experience for managing security solutions.

## Resideo One portal

**Centralize dealer workflows and improve visibility**

Onboard installers and customers while managing Pro-IQ services, troubleshooting customer issues, and accessing training resources—all from a single portal at one.resideo.com.

## Resideo Technician app

**Simplify installation and service in the field**

Use on-site to help install, configure, and service smart devices with Bluetooth programming or WiFi connection. Register products, test equipment, manage customer accounts, and access training resources in one app.

## Resideo Connect app

**Create a more engaging end-user experience**

The all-in-one app for customers to monitor and control connected devices, including security cameras, thermostats, smoke and carbon monoxide alarms, and water leak detectors.

### One experience. More ways to win.

From dealer operations and technician workflows to ongoing customer engagement, the Resideo One portal, Resideo Technician app, and Resideo Connect app connect the tools, services, and experiences that drive new opportunities, strengthen relationships, and help you work efficiently.

Resideo Academy can help you build the skills you need to further you career.

**Scan the QR code to learn more**

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**For more information**
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