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NEW ADT SERVICE HELPS IMPROVE BUSINESS OPERATIONS THROUGH VIDEO AUDITING

ADT Video Audit Service delivers pass/fail “report cards” linked to video clips helping businesses determine which locations make the grade

BOCA RATON, Fla. – October 28, 2003 –Tony Delligatti knows first hand that every second counts. The owner of three McDonald’s franchises in North Carolina, Delligatti understands all too well that the number of seconds a customer waits in line has a direct impact on the number of meals sold.

To help shave valuable seconds off of customer wait times, Delligatti recently turned to a new video audit service from ADT Security Services, Inc., a unit of Tyco Fire & Security. The service delivers daily pass/fail “report cards” for each location to help identify whether critical company policies or procedures, such as length of wait lines, opening and closing times and security procedures, are being met. These reports are then linked to video clips, providing visual documentation of the events.

“When we receive the audit report from ADT and are able to show our managers actual video of a car sitting at a drive thru for two minutes, it’s very powerful. It takes away excuses,” said Delligatti, who has seen an increase in sales since he began using the service to monitor drive thru wait times, food waste and employee productivity.

Mike Snyder, president of ADT Security Services, Inc., said because video audits are performed remotely by ADT, they could be conducted weekly or even daily to help identify operational issues that can directly impact the bottom line.

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“It takes time for managers to visit multiple locations and see whether programs or procedures are being properly implemented throughout an operation. ADT performs the audits for our customers and provides them with an easy-to-read compliance report for each location linked to video,” Snyder said. “For example, a retailer concerned about the orderliness of the back room can set up a weekly audit to determine whether workers are re-stocking merchandise properly. This can help ensure that new product is making it to the display floor as quickly as possible.”

Snyder said another benefit of the service is its flexibility. A company can target all its locations or limit audits to specific stores, offices, manufacturing plants and times. The criteria and frequency of audits can also easily be adjusted

“One of the best aspects of a video audit program is that it leverages a company’s existing security technologies including digital video recorders and anti-theft, burglar alarm and point-of-sale exception monitoring systems,” Snyder said.

ADT Video Audit Service uses remote video applications supplied through ADT Select Vision, a secure Web-based viewing service that provides access to video from any digital video recorder on a corporate network. Introduced earlier this year, ADT Select Vision provides authorized users with access to a secure Web site where they can view live or recorded video, control digital video recorders and cameras, save video to local hard drives and share video by e-mailing links and comments. ADT Select Vision employs as its on-site hardware platform the Intellex Digital Video Management System, one of the best selling digital video systems on the market.

About ADT

Celebrating its 129th anniversary, ADT Security Services, Inc., a business unit of Tyco Fire & Security, is the largest single provider of electronic security services to nearly six million commercial, government and residential customers throughout the United States. ADT’s total security solutions include intrusion, fire protection, closed circuit television, access control, critical condition monitoring, electronic article surveillance and integrated systems. ADT’s web site address is www.adt.com

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About Tyco Fire & Security

Tyco Fire & Security, a major segment of Tyco International Ltd., designs, manufactures, installs and services electronic security systems, fire protection and suppression systems, sprinklers and fire extinguishers. With \$10 billion in annual sales and more than 100,000 employees, Tyco Fire & Security includes more than 60 brands, which are represented in more than 100 countries. Its products are used to safeguard firefighters, prevent fires, deter thieves and protect people and property.

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