



ENTRÉ NOC

SALES GUIDE

A Guide for DMP Salespeople
to Implement Entré

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ENTRÉ NOC

Entré NOC Software Statement

Entré NOC is software owned and developed by DMP, with three primary goals specific to our customers in the financial industry:

- To facilitate an easy solution for financial industry audit compliance requirements.
- To leverage existing, familiar DMP systems providing for enhanced situational awareness and management opportunities.
- To facilitate enterprise level administration maximizing operational efficiencies, mitigating risk, reducing labor costs, and increasing productivity.

Entré Software Tiers

Based on the scale of the customer's operation, the appropriate tier of the Entré software should be recommended.

SYSTEM	PANELS	DOORS
Entré Lite	1-4	16 (16 max)
Entré Business	1-24	16 (96 max)*
Entré Enterprise	1-100 Panels	96 (400 max)*
Entré Enterprise (Upgrades)	100-500 with HQ approval	400+
Entré NOC	Unlimited 40 included in initial purchase with HQ approval for more	Unlimited

* Add-on modules purchased additionally

Sales Demonstration

DMP authorized dealers may introduce a customer to the Entré solution, however as a best practice the customer should be offered a demonstration hosted by a qualified dealer or DMP sales resource prior to a purchase decision.

A minimum of 1 hour should be scheduled for effective demonstrations of Entré, either in person or virtually. The customer may request multiple demonstrations depending on the scope of the project, stakeholders involved, or sourcing process of the organization. Care should be taken to tailor the demonstration to the customer's business environment and audience.

- The DMP dealer should be present in all Entré software demonstrations
- Architectural requirements to support Entré should be thoroughly reviewed with the DMP dealer and customer during the product demonstration.
- After the demonstration, the following documents should be provided:
 - [LT-1833 Entré Pre-Installation Checklist](#)
 - [LT-2494 Entré Installation, Setup, and Server Maintenance Guide](#)
- A follow-up meeting should occur between DMP and the dealer to ensure they understand how Entré pricing is configured at each tier and supply any requested quotes.

Dealer Quote

The following information is required to produce an accurate Entré NOC software quote:

- How many XR Series panels will be managed by Entré NOC?
- How many Events are being processed per day?
- How many User changes occur per day?

DMP Vertical Markets Director(s) or Software Services team may be engaged for responses to RFI inquiries not addressed in the documentation listed above.

End User Strategy and Compliance Requirements

The customer's sourcing or Information Security team often requires a completed RFI or answers to other infrastructure inquiries while they plan for the server and other infrastructure requirements that will support the Entré solution within their network. We frequently provide the following documents:

Checklists:

- ▶ [LT-1833 Entré Pre-Installation Checklist](#)
- ▶ [LT-1782 Entré Pre-Upgrade Checklist](#)

How-To Guides:

- ▶ [LT-2494 Entré Installation, Setup, and Server Maintenance Guide](#)
- ▶ [LT-2495 Entré Operations Guide](#)
- ▶ [LT-2455 Single Sign-On, Active Directory, and LDAP Guide](#)

Whitepapers:

- ▶ [LT-2048 Port Configurations For DMP](#)
- ▶ [LT-2163 Entré NOC for Enterprise-wide Security](#)
- ▶ [LT-1488 Network Security is Serious Business](#)
- ▶ [LT-1879 Customers who need the highest data security](#)
- ▶ [LT-2046 What is EASYconnect](#)
- ▶ [LT-2582 Spotlight on Disaster Recovery](#)

Sales Documentation:

- ▶ [LT-0828 Entré Spec Sheet](#)
- ▶ [LT-1969 Entré NOC Brochure](#)

Training Opportunities:

- ▶ [LT-2454 Training Syllabus](#)

All Entré software documentation is available at DMP.com/products/entré-software.

The DMP Vertical Markets Director or Software Services team may be engaged for responses to RFI inquiries not addressed in the documentation listed above.

Purchase Decision

When the customer has decided that they would like to purchase Entré, the following should occur before the PO is received:

Software Support Services

- Dealer shall provide primary support for the Entré software implementation, all end user training requirements, and ongoing maintenance or support requirements. DMP does not compete with its authorized dealers for primary support agreements. Entré dealers should reference [LT-2494 Entré Installation, Setup, and Server Maintenance Guide](#) and [LT-2495 Entré Operations Guide](#) at a minimum to fully understand the support they must provide.
- DMP provides training resources necessary to equip the dealer's technician to successfully deploy the software. Additionally, DMP will provide software documentation, training resources, and engineering support for any issues beyond the technician's training.
- DMP Software Services Technical Support: DMP's technical support line is staffed Monday – Friday from 7am – 7pm CT. Should a technician encounter an issue with the software installation that requires DMP support, the process is to call or email them for assistance.

Entré Certification & Training

- For Entré, the dealer is required to commit two (2) Entré NOC Certified Technicians who will lead the software implementation, training, and ongoing server maintenance requirements.
- If technicians require training or certification, this should be coordinated and scheduled with a DMP regional training manager.
- Refer to [LT-2454 DMP Entré Training Syllabus](#) for additional details on available Entré training

Entré Pre-Installation Checklist

- Dealer should be encouraged to begin completing the [Entré Pre-Installation Checklist](#) with the customer's assistance as soon as possible.

Implementation Planning Routine

Once the customer has committed to the purchase of the software, the dealer should host a regular cadence of calls with the customer and appropriate DMP resources. These calls should be scheduled as necessary to fully support the implementation of the software and proactively address challenges that might derail a successful and on time deployment of the software into the customer's production environment.

We anticipate the dealer will have multiple conversations required with the customer's sourcing, PTO, cyber, legal, risk partners, and other IT resources throughout the implementation project.

As the owner and developer of the Entré software solution, DMP is committed to providing appropriate resources to authorized dealers necessary for a successful implementation of the software.

Entré Pre-Installation Checklist and Timeline

The DMP authorized dealer's Entré certified technician shall provide the customer with guidance in the completion of the [Entré Pre-Installation Checklist](#).

Refer to the timeline in the [Entré Pre-Installation Checklist](#) and assist the customer develop a timeline for:

- IT and Cyber compliance certifications
- Identify server architecture requirements – Entré App Server, Microsoft SQL DB Server, Apache Tomcat Web Server, Thick Clients
- Identify network addresses schema and any custom port configuration
- QA, DEV, and PROD infrastructure approvals
- Required training for both the dealer and customer
- QA, DEV, and PROD server builds
- QA deployment
- UAT in QA as the customers support team practices the installation of the software and configuration necessary to deploy the solution to production
- PROD Deployment
- DR and compliance certification
- UAT in production - end user certification

Entré Pre-Upgrade Checklist

As an Entré customer business operations grow, it may become necessary to upgrade their current Entré license to accommodate additional panels and / or doors. When it becomes necessary to upgrade, the DMP authorized dealer's Entré certified technician shall provide the customer with guidance in the completion of the [Entré Pre Upgrade Checklist](#).

The pre-upgrade checklist is intended to document the details of the current server architecture ensuring the necessary resources are available to increase the production load without impacting the operation of the system.

Entré Training

Refer to the [DMP Entré Training Syllabus](#) for the full details on training and equipment that is required for Entré training. Training may be held in Springfield or with sufficient class size (minimum 4 technicians) we may coordinate a remote training session with the DMP training manager.

Customer operator training will take place directly after deployment of Entré to the production environment.

Legacy Software Management Database Review

- ▶ Identify existing Remote Link™ database type: DBISAM vs. SQL. Entré is not compatible with the default Remote Link™ database (DBISAM) and will need to be upgraded to a SQL database if the migration tool is going to be used.
- ▶ Consolidate Remote Link™ databases to a single SQL database.
- ▶ Remove any unneeded or duplicate systems.
- ▶ Identify and resolve any duplicate codes.
- ▶ Update each XR Series panel to latest firmware.
- ▶ Review and use [LT-2497 Entré Migrations Guide](#).

Entré Profiles, Personnel Records & Schedules

Schedule and Profile schemas must be established. Determine how schedules and profiles are to be managed (by individual panel, in groups of panels, or a combination of both.)

After the initial import of Remote Link SQL information, schedules and profiles to be applied will need to be created (or modified from the imported data) to match the desired schema.

Designing Profiles

Creating a New Profile

See appended document: LT-2604 Entré Operator Lab Guide.

Considerations

- ▶ Regional assignments
- ▶ Temporary credentials
- ▶ Re-occurring temporary credentials
- ▶ Executive credentials
- ▶ Role based credentials
- ▶ Revocation to Baseline / USOLI
- ▶ Audit / KRI report compliance alignment
- ▶ Vendor route-based credentials

The screenshot shows the 'Add - User Code Profile' dialog box. It includes the following fields and options:

- Name:
- Partition:
- Location:
- Re-arm delay:
- Inactive User Audit Days:
(Only applies to panels with 172 or higher firmware.)
- Enabled
- Compatibility: XR150/XR350/XR550
- Properties:
 - Arm
 - Disarm
 - Alarm Silence
 - Sensor Reset
 - Door Access
 - Armed Areas
 - Toggle Outputs
 - Zone Status
 - Bypass Zones
 - Monitor Zones
 - System Status
 - System Test
 - Edit Profiles
 - Edit User Codes
 - Edit Schedules
 - Set Time
 - Display Events
 - Request Service
 - Fire Drill
 - Extend
 - Temp Code
 - Anti-passback
 - Easy Arm
 - Use Secondary Lang.
 - Lockdown
 - Door Lock/Unlock
 - Card + PIN
 - Wi-Fi Setup
 - Technician User
- (Only applies to panels with 181 or higher firmware.)
 - Lockdown Override
- (Only applies to panels with 182 or higher firmware.)
 - Dual Authority
- Access areas:
- Arm/disarm areas:
- Output groups:
- Time schedules:

Designing Personnel Records

Importing Existing Records

Refer to Importing Wizard Personnel Guide

Creating A New Record

See appended document: LT-2604 Entré Operator Lab Guide.

Considerations

- › What fields will you use as a standard
- › Do you need UDF fields
- › LDAP integration to HR records
- › Audit / KRI report compliance alignment
- › Credential types used

Card #	Validity	Expires	Badge For...	Access Levels

Designing Schedules

Creating a New Schedule

See appended document: LT-2604 Entré Operator Lab Guide.

Considerations

- › Facility based or Employee Role based
- › Access standards by facility type and employee role
- › Schedule Override feature

It is beneficial to have your Area standards mapped before creating Schedule standards. Schedules are applied to Areas.

	Start time	End time	End day
Sunday:			Sunday
Monday:			Monday
Tuesday:			Tuesday
Wednesday:			Wednesday
Thursday:			Thursday
Friday:			Friday
Saturday:			Saturday
Holiday A:			
Holiday B:			
Holiday C:			

Software Production Deployment

With the purchase of Entré NOC, DMP provides up to 80-hours support for the dealer and customer's implementation team.

Entré NOC certified technician will be present with the customer's IT personnel overseeing the software deployment. [LT-2494 Entré Installation, Setup, and Server Maintenance Guide](#) will be referenced at this time.

DMP Software Services will be available thru remote session or conference call to observe and assist the technician during the installation process. Software Services also reviews software setup ensuring that all recommended configurations are in place and NOC features are fully enabled in the license and database.

Once the installation is complete the technician shall be available to address any remaining questions with the customer. The DMP Training Manager and Software Services will be available for assistance.

Following Entré installation, for Customer Entré Operator training, the Entré Certified Technician will lead the Operator training. DMP's Training Manager will be available to oversee and provide input as needed. [LT-2495 Entré Operations Guide](#) will be referenced at this time.

Entré Primary Production Support

Upon a successful solution deployment to the customer's production environment the Dealer's Entré certified technician shall provide primary support for any software questions, training needs, or issues that may arise.

If the Entré certified technician requires assistance from DMP software support, the technician may contact DMP Technical Support Monday-Friday between 7am - 7pm CT.

Active Directory Services: Badge Disabler

The Entré Active Directory Service Badge Disabler is included with all tiers of the Entré software solution and allows organizations to automatically deactivate personnel accounts in Entré when a user status is changed to inactive within an Active Directory.

When personnel are terminated by HR, Entré queries both the HR directory and Entré databases, compares the information, then updates the appropriate table for that personnel record in Entré.

The status of the associated personnel account and assigned badge(s) are changed to inactive in Entré and immediately distributed to all connected XR Series control panels facilitating full compliance with all operational risk requirements.

Refer to section "Set Up Automatic Badge Disabler" of [LT-2495 Entré Operations Guide](#) for further details and setup configurations.

Lightweight Directory Access Protocols

DMP has developed an expanded LDAPS solution for Entré NOC customers to automate personnel and credential management tasks.

LDAPS configuration requires configuration within Entré. Some of this must take place after the production server has been installed, but the standards must be identified beforehand.

Refer to [LT-2455 Single Sign-On, Active Directory, and LDAP Guide](#) for details on LDAP setup.

Disaster Recovery Exercises and Production Contingency Strategy

The recommended exercise strategy for DR testing is covered in [LT-2582 Spotlight on Disaster Recovery Whitepaper](#).

ADDITIONAL RESOURCES

Entré Video Demonstrations

- ▶ Introduction to Entré: <https://vimeo.com/dmpalarms/review/366589619/2781f405c1>
- ▶ Entré Credential Management: <https://vimeo.com/dmpalarms/review/367061823/da82b7c772>
- ▶ Entré Automatic Audit Reports: <https://vimeo.com/dmpalarms/review/366859686/e2274f4cfe>
- ▶ Entré NOC - Introduction to Entré NOC: <https://vimeo.com/dmpalarms/review/366589619/2781f405c1>
- ▶ Entré NOC - Vendor Self-Management: <https://vimeo.com/dmpalarms/review/366859219/17bac62fc3>
- ▶ Entré NOC - Automatic Audit Reports: <https://vimeo.com/dmpalarms/review/366859686/e2274f4cfe>
- ▶ Entré NOC - Credential Management: <https://vimeo.com/dmpalarms/review/367061823/da82b7c772>
- ▶ Entré NOC - Compliance with Use It or Lose It Policies: <https://vimeo.com/dmpalarms/review/367103566/ed440c601a>
- ▶ Entré NOC - Site Management: <https://vimeo.com/dmpalarms/review/367131138/1813e2471a>

Whitepapers

- ▶ [The Five Fundamentals of DMP's Access Control](#)
- ▶ [DMP Two-Way™ Wireless System Offers a Competitive Edge](#)
- ▶ [Give Your Customers the Advantage of Adaptive Technology™](#)
- ▶ [DMP Control Panels: Designed With Network Security at the Forefront](#)

Database Migration Tool

The Entré Database Migration Tool allows organizations to import information from an existing Remote Link® SQL database. This tool will import existing panel information to include panel hardware, Schedules, Codes and Profiles. This tool may only be used once during the initial installation of Entré. Refer to [LT-2497 Entré Migrations Guide](#).

CSV Import Wizard

This tool provides a utility to import personnel and badges into Entré. It is imbedded within Entré and may be used more than once or as often as necessary. For detailed instructions, please refer to sections about importing personnel and badges of the [LT-2495 Entré Operations Guide](#).

