



AUTOMATIC
FIRE ALARM
MONITORING

Contact us to start the connection process

☎ 03 341 0464 ✉ info@afam.co.nz

PROTECT YOUR BUILDING WITH US

Providing Fire Alarm Monitoring & FENZ Direct Connections throughout New Zealand since 2005

Founded in 2005, Automatic Fire Alarm Monitoring (AFAM) has achieved a remarkable 18- year track record of success in the fire monitoring industry. As a nationwide service provider, AFAMs reach extends across every corner of New Zealand, positioning it as a key player in the market. Notably, the company has risen to become the second largest fire monitoring entity in the country, a testament to its customer focus and dedication to excellence.

AFAM's inception was a collaborative effort within the fire industry, stemming from the recognition of the need for independent specialized services catering to building owners and the broader sector. One of its defining strengths lies in its accreditation by Fire and Emergency NZ (FENZ), granting it the authority to establish direct connections between buildings and FENZ. This accreditation serves as a powerful testament to the company's reliability and adherence to stringent standards.

A commitment to security and best practices is deeply ingrained within AFAM's ethos. The company subjects itself to annual audits conducted by independent third parties, meticulously scrutinizing its security and operational protocols, policies, and practices. This stringent assessment not only underscores AFAM's dedication to maintaining the highest levels of integrity but also provides clients with the assurance that their safety and security are of paramount importance.

AFAM's journey from its establishment to today is marked by a consistent dedication to quality, innovation, and industry collaboration. Its expansive nationwide coverage, accreditation by FENZ, and unwavering commitment to quality and service collectively highlight AFAM as a cornerstone of trust and dependability in the New Zealand fire monitoring landscape.



*Fire and Emergency NZ
(FENZ) Accredited*

**Our trained
Fire Monitoring
Advisers are
here to help**

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For more information:
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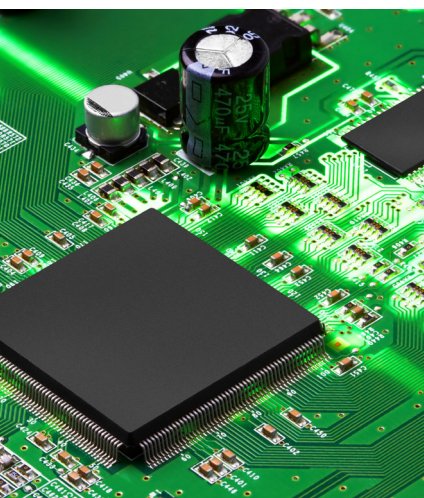


Customer Centric

AFAM demonstrates a strong commitment to its customers by adopting a customer-centric approach. The company places a high value on customer feedback, actively listening to their input, concerns, and suggestions. This valuable feedback is utilized to shape and enhance

AFAM's services, ensuring they remain aligned with customer expectations. Through open and effective communication,

AFAM promptly responds to evolving customer needs, continuously adapting its offerings to not only meet but exceed customer requirements. This customer-focused approach cements AFAM's reputation as a reliable and attentive partner.



Technology and Innovation

AFAM place a significant emphasis on innovation and reinvesting in technological advancements. Doing so ensures that AFAM's services remain at the forefront of excellence and meet customer needs.

The company's proactive approach to improvement means that AFAM are consistently refining and expanding the services offered to benefit both building owners and service agents.

Monitoring System

Incorporating state-of-the-art technology, AFAM's Monitoring System operates as a fully automated platform, streamlining the delivery of fire calls and event information without human intervention. This advanced system has been meticulously designed with a focus on robustness and reliability. The architecture boasts a high degree of fault tolerance, fortified by dual-path cellular connections through distinct mobile networks and dual Processing Nodes in Christchurch and Auckland. This distributed configuration enhances system resiliency and ensures seamless operation.

The Monitoring System offers a versatile array of features to cater to diverse needs. Event notifications can be tailored and dispatched to building owners and service agents through email, text messages, and automated reports, all customisable in terms of format, frequency, and notification preferences. The platform further extends its capabilities through a mobile-responsive web portal, granting service agents access to comprehensive details about maintained fire alarm systems.

Notably, the Monitoring System accommodates both standard and enhanced information delivery, empowering service agents to proactively maintain fire alarm systems with greater efficiency. This proactive approach reduces downtime and minimizes maintenance costs.

Moreover, the system's versatility extends beyond fire alarms, enabling monitoring of additional devices like pumps, fans, freezers, and various equipment, showcasing its adaptability and potential for broader application.

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