



**HOTLINECITY**

**INTEGRATED SECURITY SYSTEMS**

**HOTLINECITY**  
**Technologies &**  
**Solutions**

**HOTLINECITY** is the only Company in Russia specializing solely in Integrated security of employees and emergency assistance.

**HOTLINECITY** is the first company in the country that offered its Clients **a radical new approach** to the technical realization of the employee support and protection program.



**HOTLINECITY** Company has made the decision to change radically the provision of emergency assistance services. We say goodbye without compunction to the old “*hotline*” and transfer to a whole new level of service:



- We say «**NO**» to geographical limitations: the **HOTLINECITY** service is available throughout the Russian Federation.

- We say «**NO**» to complex tariff plans: the cost of the **HOTLINECITY** service depends only on the number of subscribers connected to the service.



- We say «**NO**» to “*family gold silver*” and other cards: all the subscribers for us are VIP-Clients and are served together with family members.





## Got into an accident and they are trying to make you a culprit?

- The **HOTLINECITY** qualified lawyers in the field of traffic accidents will help you in resolving disputes and protecting your rights.

## Do you often travel for work or travel around Russia with your family?

- The **HOTLINECITY** will ensure your safety and the safety of your family members by forces of Rapid Response Groups in all major cities of the Russian Federation.





## Are you tired of arguing with insurance companies, tour operators, service providers?

- The **HOTLINECITY** qualified specialists in the field of consumer protection will support you and help to protect the rights and receive reimbursable compensation.

## Are you buying or selling real estate and are afraid to be deceived?

- The **HOTLINECITY** lawyers will advise you and support you: check a contract, check sellers or buyers, ensure purity of a transaction.







## Did your car break down on the way?

- The **HOTLINECITY** will help to organize the evacuation of the defective vehicle to the service center, and in case the problem can be rectified on the spot, the **HOTLINECITY** specialists will arrange for you departure of the help desk on the road.

## You do not have enough of your own knowledge to communicate abroad?

- The **HOTLINECITY** professional translators will provide you with all the necessary support in negotiations abroad.





The emergence of the problem  
A call to an operator



The operator asks questions which are  
not not related to the problem:  
Name, city, location...



A lot of time passes by, and in case of a problem with  
a foreign citizen, more time is spent



A complete solution appears after a long time, which  
in emergency situations is of paramount importance





The client faces a problem situation and sends an emergency signal using the **HOTLINECITY** mobile application



The **HOTLINECITY** software **automatically** notifies *the closest rapid response groups* and sends an emergency signal to the operator to the contact center



**In onlinemode:**

- Awaiting confirmation of the response
- Are ready to come to the Client
- Receive primary instructions onto the messenger.



**In onlinemode:**

- Confirms the response
- Solves the problem of the Client
- Sends recommendations onto the messenger in the application



**From an emergency signal to response**

**is 5 minutes**





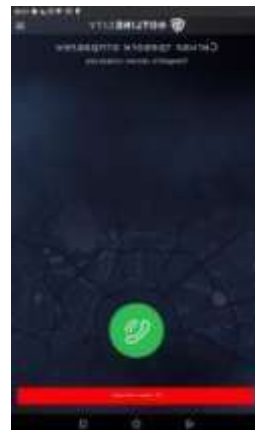


## APPLICATION FOR THE CLIENT: available for ANDROID and iOS



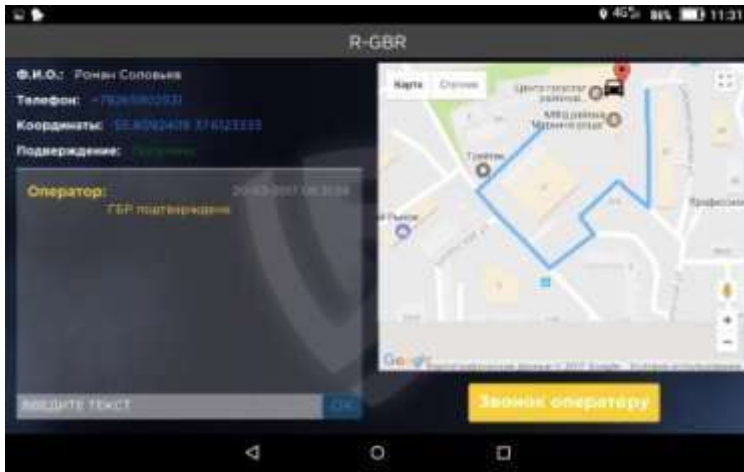
### The application **HOTLINECITY** allows to:

- In seconds, send an emergency signal to the contact center
- Contact the **HOTLINECITY** operator by phone
- Activate the program RAINBOW OF DISCOUNTS
- **Send messages and receive a response** from the operator using *the built-in chat*





## APPLICATION FOR RAPID RESPONSE GROUPS



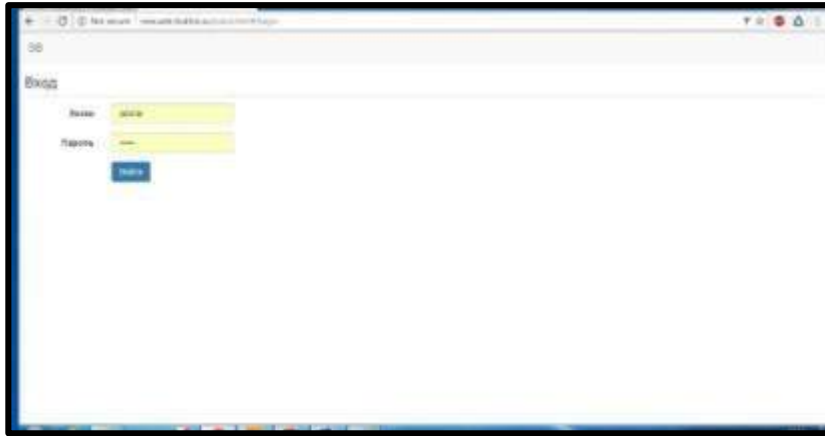
The application **HOTLINECITY** for RRG allows to:

- Instantly identify and notify a crew which is the closest to the Client
- Instruct the RRG's employees about the Client's problem
- Send additional crews for backup





## MONITORING INTERFACE OF **HOTLINECITY**



Monitoring interface of **HOTLINECITY** allows to:

- **In real time**, send response crews to the Client
- **In real time**, keep in correspondence with the Client and with the Rapid Response Groups to clarify the operational information
- **Notify groups of Clients** by means of an internal chat: for example, **all** employees of the company, employees in the certain **city** and **separate** employees
- Make and send text recommendations directly to the Client





The **HOTLINECITY 24-hour Client support** is provided by:

- The Guild of Russian Lawyers
- The Bar Association "Moscow Legal Center"
- The International Association of Russian-Speaking Lawyers - **Customer Support in 75 countries**
- **More than 450 Private Security Organizations** in all 85 constituent entities of the Russian Federation
- More than 20 professional translators from English, French, German and Spanish languages
- The 24-hour English-speaking contact center



- **SUPPORT AND SECURITY:**
- **HOTLINECITY** provides various types of support: from VIP support to the organization of transfer of the company's personnel to remote regions
- **24-HOUR SERVICES OF THE LAWYER.**  
**HOTLINECITY** organizes legal support and protection of both the Client and his business
- **INTEGRATED SECURITY PROJECTS**  
**HOTLINECITY** provides services for the organization of security and customer support systems in the shortest time in remote and challenging regions of the Russian Federation





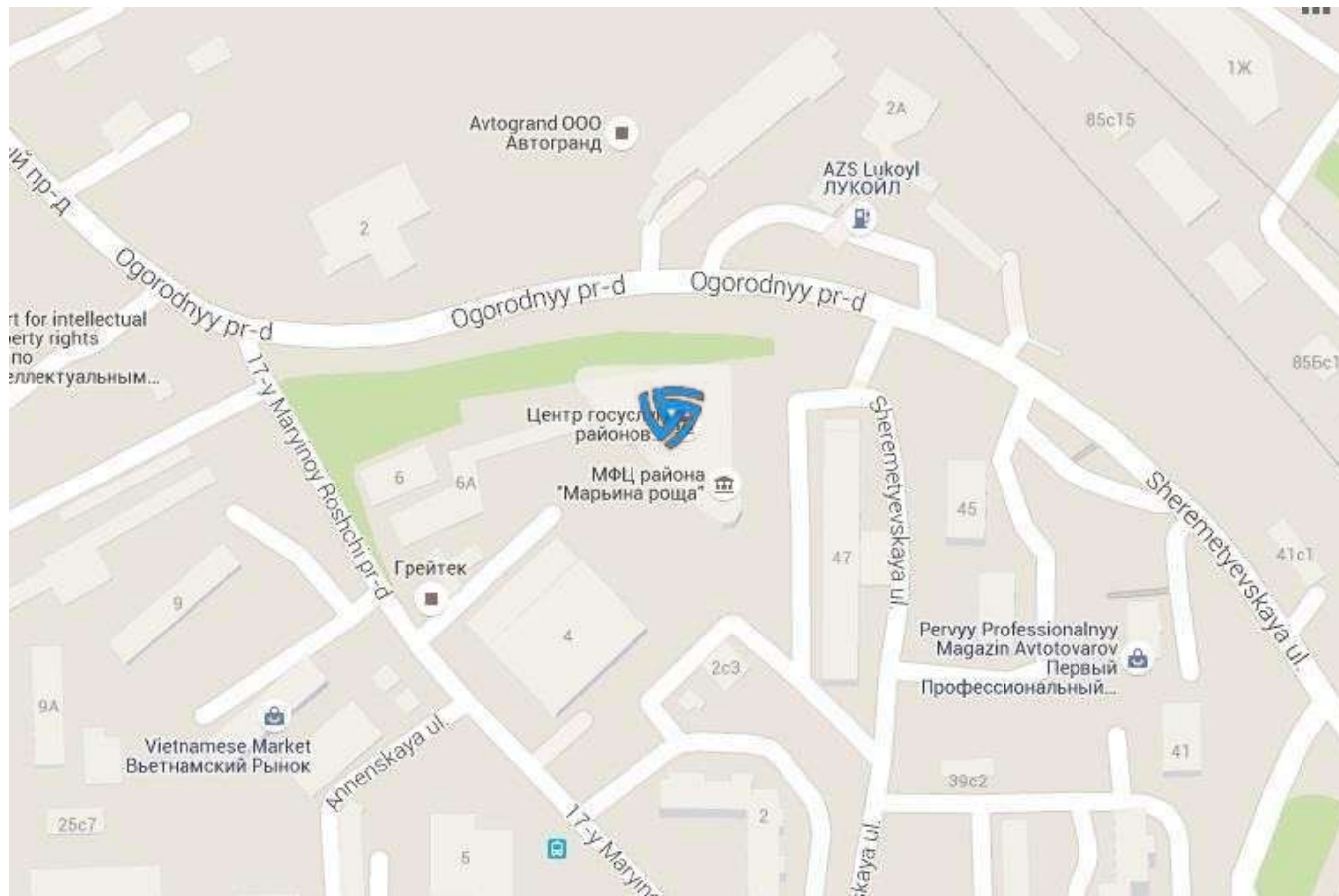
- **Security in real time**
- **Modern technologies** to ensure the most prompt solving of the Client's problems
- The largest partner network is an emergency response **in all major cities of the Russian Federation**
- The **technological** solution that allows **instant notification** of a large number of personnel **anywhere in the world**, as well as the possibility of **feedback**



- **Integrated response** to various types of threats
- **Transparent and understandable** tariff system
- **Monitoring and control** from the time of contact to the full resolution of the problem situation
- **Multi-language** support







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**THANK YOU FOR  
ATTENTION!**



**HOTLINECITY**