



Overwatch Fire Protection – Service Execution Overview

Our Approach

At Overwatch, we don't just perform inspections—we manage your fire and life safety program as an extension of your team. Our objective is to deliver consistent, compliant, and well-documented service while reducing administrative burden, improving system reliability, and providing clear visibility into the condition of your assets.

What You Can Expect

1. Pre-Visit Coordination

- Scheduling coordinated around operations, occupancy, and critical hours
- Review of prior inspection reports, deficiencies, and historical trends
- Defined scope of work communicated in advance
- Coordination with site contacts for access, escorts, and system impacts
- Identification of special requirements (after-hours work, shutdowns, permits, etc.)

2. Structured Onsite Execution

- Systems placed on test with proper notification to monitoring and stakeholders
- Inspection, testing, and maintenance performed in accordance with applicable NFPA standards and local AHJ requirements
- Verification of system functionality, device operation, and interface components
- Identification and documentation of deficiencies, impairments, and code concerns
- Clean, organized job execution with minimal disruption to daily operations

3. Real-Time Communication

- Immediate escalation of critical deficiencies or system impairments
- Field-level updates when conditions differ from expectations or prior reports
- Direct communication with site representatives when needed
- Clear explanation of findings and recommended next steps before leaving site

4. Clear, Actionable Reporting

- Organized digital reports including system status summaries
- Prioritized deficiencies
- Photo documentation for clarity
- Asset-level tracking and site mapping where applicable
- Straightforward recommendations with defined next steps
- Support for budgeting, forecasting, and long-term planning

5. Post-Service Support

- Deficiency review and consultation with your team
- Budget-aligned repair and replacement options
- Coordination of corrective work as requested
- Deficiency tracking through completion
- Close-out documentation and reporting to AHJ when required
- Ongoing program oversight and guidance

Our Standard

- Consistent technicians familiar with your properties and systems
- Standardized processes for repeatable, high-quality execution
- Clear, proactive communication
- Accountability across all fire and life safety systems
- Documentation that supports compliance and decision-making

Our Goal

To give your team confidence that your fire and life safety systems are compliant, functioning, and properly managed—without the need to chase vendors or interpret unclear reports.