



STATS

Securing the home network is key *See page 3*



PRODUCTS

See the latest in NVRs and DVRs *See page 21*

SECURITY SYSTEMS NEWS

NOW FOR DSC POWER SERIES



DualCom

CellCom

Upgrading Honeywell® Systems Has Never Been Easier

DMP's communicators give you full programming ability on VISTA panels using Honeywell's Compass® software. Easily maintain and upgrade old VISTA panels. Choose from fire or non-fire options, both with hardwired IP and LTE cellular over AT&T or Verizon. Designed to quickly provision on the SecureCom™ platform — so you can get systems up and running fast. Learn more at DMP.com/ComSeries.



We make your company more valuable.

877-725-1114 • DMP.com

Keep updated on our new products and features:

[f](#) [t](#) [i](#) [in](#) [v](#) [@DMPAlarms](#)

Com Series™

- ▶ CellCom - LTE Alarm Communicator w/ Z-Wave®
- ▶ CellComF - LTE Fire Alarm Communicator
- ▶ DualComWZ - LTE and Wi-Fi Alarm Communicator w/ Z-Wave
- ▶ DualComW - LTE and Wi-Fi Alarm Communicator
- ▶ DualComNF - LTE and Network Fire Alarm Communicator
- ▶ DualComN - LTE and Network Alarm Communicator

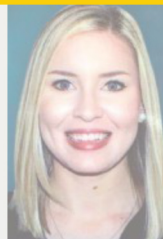
EDITORIAL.....	6
FIVE QUESTIONS	23
SSN SNAPSHOT	23

www.securitysystemsnews.com

International announced today that its Global Security Exchange (GSX) 2020 will move to a fully virtual experience called Global Security Exchange Plus (GSX+) and **GSX** *see page 3*

work of healthcare workers. Hospitals scrambled to meet the influx of infected people, while front-line healthcare workers begged for the rather simple things they were taught to always have when engaging with sick people — personal protection equipment (PPE) — which was and still is scarce.

“Limiting unnecessary contact with COVID-19 patients is critical to reducing the spread of infection,” Mary Pat Voll, CPNP,



Mary Pat Voll

“Unfortunately, shortages in the PPE supply chain left hospital workers ill-equipped to appropriately care for COVID-19 patients,” Mary Pat Voll said. “Many healthcare providers fear for their lives as conservative strategies are enforced, such as **HOSPITAL** *see page 14*

exposure to the virus.”

It was (and in some places still is) literal chaos, as sick patients poured in through hospitals doors, terrified and sick, not knowing if today would be their last.

you hold towards a reader, so it's still the same basic motion as using a metal key.”

The team of NexKey engineers thought there must be a better way to gain and restrict access to spaces using a device that people carry around with them all day ... the smartphone. Researching existing solutions that already enabled access control credentials using smartphones, the team learned of a huge differentiator their solutions could give to the market.

“More traditional solutions are difficult to install because they have **NEXKEY** *see page 8*



Affordable Dual Fire Alarm Communication

DMP's DualCom™ gives you commercial fire communication with ease of installation. Engineered with dual tip and ring terminals, it works elegantly with existing FACP's. Included hardwired IP and LTE cellular over AT&T or Verizon. Designed to quickly provision on the SecureCom Wireless™ platform — so you can get systems up and running fast. Learn more at DMP.com/ComSeries.



We make your company more valuable.
877-725-1114 • DMP.com

Keep updated on our new products and features:

[f](#) [t](#) [i](#) [in](#) [v](#) [@DMPAlarms](#)

DualCom™ SERIES

- DualComWZ - LTE and Wi-Fi Alarm Communicator w/ Z-Wave
- DualComW - LTE and Wi-Fi Alarm Communicator
- DualComNF - LTE and Network Fire Alarm Communicator
- DualComN - LTE and Network Alarm Communicator





The Trusted Leader in Commercial Security

You need a partner you know will support you and serve as a reliable supplier of high-quality commercial security products. Since 1975, we've made it our business to earn that trust from professional security companies.

At the core of every DMP relationship is our proven commitment to quality and innovation — isn't it time you experienced the DMP difference? Give us a call today.



We make your company more valuable.

877-725-1114 • DMP.com

Keep updated on our new products and features:

[f](#) [t](#) [i](#) [in](#) [v](#) [@DMPAlarms](#)





The XTLtouch™ — Your Enhanced All-In-One Solution

You want quick installations, but never at the expense of real security. DMP's new XTLtouch delivers both in a single solution, designed into an elegant, 5-inch touchscreen keypad. Place it in the best location with the option of wireless keypads and wireless sirens anywhere to fit your needs.

Visit DMP.com/XTLtouch for details about these and other features:

- ▶ 99 Zones of 900 MHz Two-Way Wireless
- ▶ LTE Cellular and Wi-Fi Communication
- ▶ Entry Check-In Protection
- ▶ Up to Seven Wireless Keypads
- ▶ Six Areas or Home/Sleep/Away Arming
- ▶ Up to Eight Wireless Sirens
- ▶ Up to 140 Z-Wave Plus™ Devices
- ▶ Easy Table-Top, Wall-Mount, or In-Wall Installation Option
- ▶ Z-Wave Plus™ On-Board
- ▶ Remote Control via Virtual Keypad App or VirtualKeypad.com
- ▶ Up to 20 Customizable Actions



We make your company more valuable.
877-725-1114 • DMP.com

Keep updated on our new products and features:



The benefit of an all-in-one solution
without sacrificing security.



HOPE for the best, **PLAN** for the worst

Will you be prepared when disaster strikes?

From severe weather to global pandemics, DICE Corporation will protect your company with disaster recovery and business continuity solutions.

To learn more call **1.800.786.3423** or visit **dicecorp.com**

DICE
CORPORATION

Schedule a personalized demo today.

1.800.786.3423 | 989.891.2800 International • Copyright 2020 DICE Corporation. All rights reserved.

One Company. One Trusted Solution. One Leader. • dicecorp.com



STATS

Securing the home network is key *See page 3*



PRODUCTS

See the latest in NVRs and DVRs *See page 21*

SECURITY SYSTEMS NEWS

THE SECURITY INDUSTRY'S MOST TRUSTED NEWS SOURCE

VOLUME 23, NUMBER 7
JULY 2020 • \$7.00

COMMERCIAL & SYSTEMS INTEGRATORS

- Interface Security Systems partners with RiskBand **PAGE 8**
- ADT Commercial teams up with Dollar Tree Inc. **PAGE 8**

MONITORING

- RoomMe introduces occupancy reporting **PAGE 10**
- Avantguard Monitoring renews TMA 5-Diamond designation **PAGE 14**

RESIDENTIAL SYSTEMS

- Parks Associates launches CONNECTIONS community **PAGE 16**
- Owen Security Solutions makes an acquisition **PAGE 16**

SUPPLIERS

- New Gallagher software allows COVID-19 contact tracing **PAGE 18**
- VIVOTEK celebrates 20 years in business **PAGE 19**

Industry weighs in on future of in-person shows

By Paul Ragusa

YARMOUTH, Maine—With the coronavirus keeping us all grounded for now, and with the future still not clear as to how long it will take us to get back to some type of normalcy, this month's SSN News Poll looked to gauge readers' thoughts and feelings on the immediate and long-term future of in-person conferences.

When asked the million-dollar question — do you think there will be any in-person conferences in 2020 — half (54 percent) of those responding said no, with only 24 percent saying yes and another 22 percent saying they were not sure.

Digging deeper into readers' thoughts and feelings on the topic,

when asked if they would attend in-person conferences if held in 2020, 57 percent said no, with only 27 percent saying yes and 16 percent saying maybe.

When we asked respondents how long it will take before in-person conferences return to their pre-coronavirus glory, only 17 percent said by next year, with the majority of respondents (68 percent) saying it will take some time beyond next year. Only 15 percent feel that we will not return to the same levels we once enjoyed.



"A lot of the industry experts are in the high-risk category, so it would not be safe for them to participate in person," noted Chrissy

CONFERENCES *see page 4*

GSX 2020 going virtual in September

By SSN Staff

ALEXANDRIA, Va.—ASIS International announced today that its Global Security Exchange (GSX) 2020 will move to a fully virtual experience called Global Security Exchange Plus (GSX+) and **GSX** *see page 3*

Cameras versus COVID

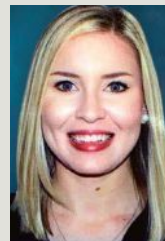
The story of how one hospital battled COVID-19 with a video camera

By Ginger Hill

YARMOUTH, Maine—A few months ago, COVID upended the normalcy of the healthcare system, healthcare facilities and the daily, life-saving work of healthcare workers. Hospitals scrambled to meet the influx of infected people, while front-line healthcare workers begged for the rather simple things they were taught to always have when engaging with sick people — personal protection equipment (PPE) — which was and still is scarce.

"Limiting unnecessary contact with COVID-19 patients is critical to reducing the spread of infection," Mary Pat Voll, CPNP,

board certified pediatric nurse practitioner, told Security Systems News. "Every time healthcare personnel enters a COVID room, even with full PPE, they are risking potential exposure to the virus."



Mary Pat Voll

It was (and in some places still is) literal chaos, as sick patients poured in through hospitals doors, terrified and sick, not knowing if today would be their last.

"Unfortunately, shortages in the PPE supply chain left hospital workers ill-equipped to appropriately care for COVID-19 patients," Mary Pat Voll said. "Many healthcare providers fear for their lives as conservative strategies are enforced, such as

HOSPITAL *see page 14*

NexKey's fresh look at access control

By Ginger Hill

SAN MATEO, Calif.—Sometimes taking a fresh look at an age-old necessity inspires creativity, resulting in a whole new company offering never-before-seen solutions to the market.

At the end of 2017, Eric Trabold was introduced to a team of six engineers, collectively known as NexKey, who found it interesting to change something people do day in and day out — accessing spaces.

"It hasn't changed for hundreds of years," Soon-to-become NexKey CEO,



Eric Trabold

Trabold, told Security Systems News. "We [referring to society] started long ago using metal keys, putting them into a key hole and turning the key [to gain or restrict access]. And, key cards and fobs haven't really made it much better; you still have an 'object' that you hold towards a reader, so it's still the same basic motion as using a metal key."

The team of NexKey engineers thought there must be a better way to gain and restrict access to spaces using a device that people carry around with them all day ... the smartphone. Researching existing solutions that already enabled access control credentials using smartphones, the team learned of a huge differentiator their solutions could give to the market.

"More traditional solutions are difficult to install because they have

NEXKEY *see page 8*

STATS.....	3
SPECIFICALLY SPEAKING.....	3
NEWS POLL	4
EDITORIAL.....	6
FIVE QUESTIONS	23
SSN SNAPSHOT	23

www.securitysystemsnews.com

Paying Too Much to Upgrade Honeywell® Fire Accounts from POTS or 3G Radios?



Try StarLink Fire LTE Cell/IP Communicators

Here's Why They're The New Dealer's Choice:

- **Panel-Powered, Low current draw**

NO transformer, NO power supply, NO battery, NO extra conduit

- **Fastest Installation in Minutes on ALL 12V & 24V FACP's**

Quickest connection, 2 FACP- Connect Modular Jacks, Self-Supervised (NO extra module reqd.)

- **Preactivated for Fastest Connection**

Know they're working before going onsite

- **Works Better Every Time**

Dual Diversity Antennae & Signal Boost™ perform better in low-powered LTE networks. Works with any FACP, old & new, supports Contact ID or 4/2

- **Your Choice of Central Stations & Unlimited Signal Plans**

Avoid mandatory price increases & unplanned monthly charges

- **Largest Nationwide Coverage Footprint, AT&T & Verizon LTE**

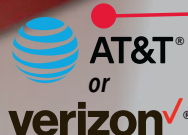
- **About 1/4 the Cost of Honeywell Fire Radios**

\$59⁹⁵ net for StarLink Fire Dual Path - Saves \$170ea.

(\$159⁹⁵ - \$100 Tradeup incentive for POTS, 3G/CDMA Sunset Radios, & New Installations)



Compliances: NFPA 72 Editions: 2019, 2016, 2013, 2010, 2007; UL 864, 10th., UL1610, UL985, UL1023, NYCFD; CSFM; LAFD



StarLink Fire[®] LTE

Safeguard fire accounts from POTS & 3G/CDMA sunsets and protect your bottom line.

StarLink Fire Dual Path Communicators, in AT&T or Verizon LTE, in stock at a distributor near you.

For info & free enduser tradeup mailers call 1.800.645.9445 or email StarLink4Accounts@napcosecurity.com

NEWS

BRIEFS

SIA open protocol now international standard

SILVER SPRING, Md.—Developed and maintained by the Security Industry Association (SIA) OSDP Working Group since 2011, the SIA Open Supervised Device Protocol (OSDP), an access control communications standard to improve interoperability among access control and security products, has been approved by the International Electrotechnical Commission (IEC) technical committee on alarm and electronic security systems as an international standard.

"This is really exciting for the industry," Anthony Diodato, co-chair of SIA's OSDP Working Group and founder, CTO at Cypress Integration Systems, said in the announcement. "While the process may have been long, the industry can finally point to an international standard that brings higher security and greater functionality to new and legacy access control solutions."

This standard was submitted to the IEC as a candidate standard in 2016, with the latest version to be listed as IEC 60839-11-5 and be available in the IEC webstore. In the coming weeks, SIA will release a mirror standalone document to the IEC standard — OSDP 2.2, replacing SIA OSDP 2.1.7 and be available in the SIA store.

"SIA OSDP is an excellent example of how various industry stakeholders can come together to contribute and collaborate on a pivotal, international technology standard that provides real business and operational value to the industry," Steve Rogers, SIA OSDP working group co-chair and president at IQ Devices, said.

Other tools and services to promote interoperability and education around the OSDP standard have also been announced by SIA, including OSDP Verified, a comprehensive testing program that validates device conformance to the SIA OSDP standard and the related performance profiles along with the OSDP Boot Camp series that offers OSDP training for system integrators and practitioner teams.

OSDP advancements have been a team effort within the SIA OSDP Working Group, and SIA particularly acknowledges Rodney Thayer, convergence engineer at Smithee Solutions, for critical engineering and technical support as the project progressed through the IEC submission and approval process. "The availability of an internationally recognized standard will further create opportunities in the access control marketplace to meet customer requirements," Thayer noted.

AcceleRISE Conference going virtual

SILVER SPRING, Md.—The second annual AcceleRISE conference, hosted by Security Industry Association's RISE community for young security professionals and professionals new to the industry, will now be held virtually, July 27-31, as opposed to taking place in Austin, Texas as announced in February 2020.

ASIS decides to go virtual with GSX+ 2020

Continued from page 1

will include more than 80 education sessions, an exhibition marketplace and peer-to-peer networking opportunities. GSX+ will take place September 21-25 with live and on-demand features.

"Launching GSX+ as a virtual-only experience will provide our members, exhibitors, sponsors and others with a one-of-a-kind approach that will advance security worldwide," Godfried Hendriks, CCP, president of the ASIS Global Board of Directors, said in the announcement. "While circumstances dictate that we must forgo an in-person meeting this year, we are excited for GSX+ to deliver to a wider global audience the exceptional security networking, marketplace, education and training that truly set GSX apart. There is a growing demand for a

comprehensive experience that helps the entire security profession learn and grow together."

Following months of careful evaluation of the risks associated with convening an event 20,000 profession-

best interests of its members, attendees, speakers, exhibitors and the public.

"We are pleased to unveil our new GSX+ model, which will deliver the same number of CPEs as GSX, more accessibility with a lower cost

risk management and business continuity. GSX+ offers a new way for professionals to come together, discover new technologies and approaches, and dive into important discussions around global best practices."

GSX+ will deliver every element of a live event in an online environment: Community, Content, Commerce and Connection. A new, fully virtual forum for the global security community to connect and engage with live discussions on the most pressing industry issues, CPE-eligible education sessions, a marketplace and peer-to-peer networking will be provided. Topics of education will range from workplace violence and behavior detection to return to remote work, pandemic lessons learned and well-being of security personnel. **SSN**

"While circumstances dictate that we must forgo an in-person meeting this year, we are excited for GSX+ to deliver to a wider global audience the exceptional security networking, marketplace, education and training that truly set GSX apart."

—Godfried Hendriks, president, ASIS Global Board of Directors

als from across the globe during the COVID-19 pandemic, ASIS leadership concluded that transition GSX to a virtual-only environment for its 2020 event was the correct course of action in the

to participate and will live online for several weeks after an initial five-day live event," Peter J. O'Neil, FASAE, CEO, ASIS International. "It's never been more important for organizations to focus on

SPECIFICALLY SPEAKING

J. Kelly Stewart

Managing Director & CEO
Newcastle Consulting, LLC
Leesburg, Va.



What is your role at the consulting firm?

I serve as the Managing Director & CEO of Newcastle Consulting, LLC spearheading a Security Risk Management Consultancy that provides proactive, predictive, and responsive advice and access to information critical in building a companies' resilience to operational risk.

Our systematic, prevention-based methodology is rooted in a thorough risk, threat, vulnerability, and impact assessment that allows for the development of a comprehensive security blueprint for any organization.

We bring over 30 years of public and private experience as seasoned security practitioners in leading holistic, multi-national security risk manage-

ment security programs. We are key advisors, partners, and confidants that develop and execute security strategies in support of overall corporate resiliency. We offer objective and independent insight into emerging risks through our collective knowledge so that we can effectively strategize, plan, prepare, and execute methods to mitigate those risks.

I champion our Risk Advisory Services that enable clients to evaluate corporate risk; conduct customized security risk assessments; and construct security master plans providing organizations with reductions in operational cost and increased profitability. We enable executives to focus their organizations on core compe-

SPEAKING see page 4

More sheltering at home creates vulnerabilities

By SSN Staff

DALLAS—New Parks Associates consumer research finds that as of May 2020, more than 40 percent of U.S. broadband households are still sheltering in place, even without mandates to do so.

This finding, from a nationwide survey of 5,008 U.S. broadband households fielded from May 14 through May 28, shows consumers contin-

holds are still working at home and sheltering in place due to the COVID-19 pandemic. Consumers are also increasingly aware of these threats and are interested in solutions, with nearly 80% expressing concern about the possibility of a data security or privacy breach."

Razvan Todor, director of Connected Home Security, Bitdefender, added, "While smart devices do a good job

ue to place increased demand on their home network, which raises the importance of data and privacy protections for all households.

"Online attacks to the home network can now disrupt work and education along with entertainment and shopping activities," Brad Russell, research director, Connected Home, Parks Associates, said in the announcement. "Increased time online increases exposure to threats, and many house-

of delivering the Internet's promise to make the world a truly connected place, these gizmos often lack safeguards against targeted attacks.

In a six-month timeframe, our honeypots registered more than 7.73 million successful compromises using a combination of usernames and passwords. Imagine the possibilities having in mind that more than 22 billion IoTs are currently connected to the Internet." **SSN**

"Increased time online increases exposure to threats, and many households are still working at home."

—Brad Russell, Parks Associates

Industry weighs in on future of in-person conferences

Continued from page 1

McCutcheon, principal and senior security consultant, Security by Design, Inc. (SBD). "Once more people have developed the antibodies, we will be able to slowly transition back to in-person conferences."

Joseph Valentine, owner, BIDCO Acquisitions & Divestitures agreed, adding: "As with many diseases and viruses — the development of a therapeutic(s), vaccine(s) and/or the routine of herd immunity will allow the return to normalcy."

Len Simoni, general manager, B Safe Alarms noted that once "a vaccine, a cure or a faster way to test people" is presented, "conferences are going to have restrictions, wearing masks and keeping six-foot distances as the new norm. I will not be attending any in-person meetings. Zoom it is for the next two years, plus."

Another respondent astutely pointed out that while there may be a willingness to attend these in-person meetings and conferences, and a safe way to manage events, "there may be too much perceived liability for those putting on the events to make them happen this year, especially now that there is talk about a rebound in the fall."

One respondent agreed, noting that many will want to "see what flu season and COVID

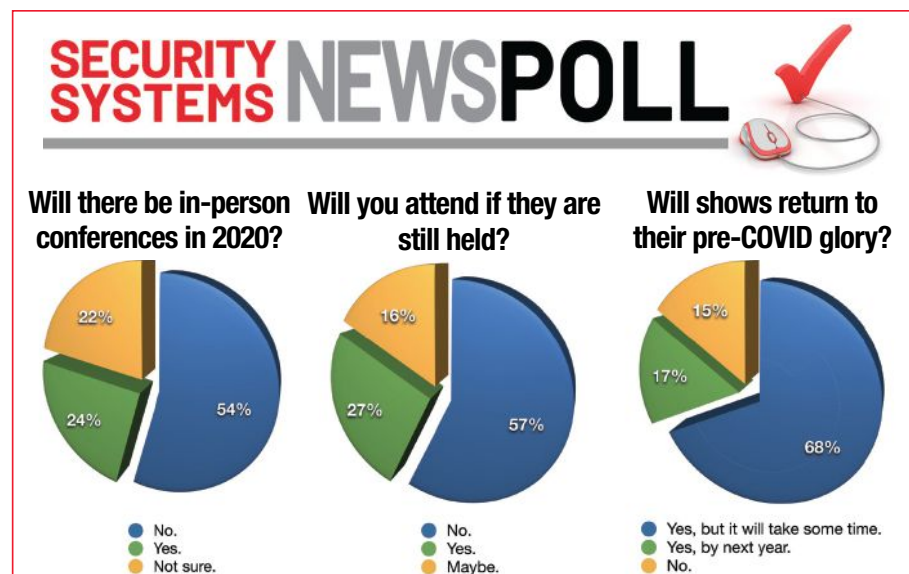
together look like in the fall of 2020. Last, you cannot have 20-foot aisles or everyone 6-feet apart on a panel — and everyone in masks and trying to have cocktail events and dinners! So then what is it doing?"

While most think we will eventually get back to normal, one respondent said, "It's gonna take 5 years before trade shows and conferences return to normal. A vaccine is needed along with 1-2 years of no infections."

Even if there is a vaccine developed and the pandemic is controlled, some respondents do not see the industry ever getting back to 100 percent. "The past as we know it will return to about 75 to 80 percent of what us old folks are used to," said one respondent. "Our replacement generation will be the ones structuring our future."

Many noted, as we have already seen, that there will be more online meetings. "Not just because of health concerns, but now online meetings have been tested and they work," said one respondent. "More people are familiar and comfortable with online meetings. They add convenience and cost savings. They can also be recorded and available later for those that were unable to attend the live event."

Another respondent aptly pointed out that the pandemic will spur innovation in virtual



conferences, providing stronger content than in-person events. "They'll be better with more on-site and virtual participation and enablement," the respondent said. "They'll also be more global instantly for presenters and participants. They'll never be like they were; they have to be better to draw attendance."

But as Morse Watchman's Tim Purpura points out, nothing beats face-to-face meetings, especially in the world of sales and

support. "I believe that face-to-face events are an integral part of doing business," he said. "Events that happen this year will have attendance loss of over 50 percent and we'll certainly be challenged to maintain our social distance. We'll evolve to this new world we live in; we'll adapt and business will go on. Of the 12-plus shows (globally) we planned this year, we will end up doing four (one already done in January)." **SSN**

SPECIFICALLY SPEAKING

Continued from page 3

tencies where they can achieve definable advantages, thereby adding value to their client base.

What kinds of systems do you design/specify and what services does the company provide?

My consultancy focuses on a holistic approach to security design emphasizing physical, cyber, and operational methodology that seeks to integrate all the elements designed to safeguard an organization, considering them as a complex and interconnected system. The ultimate purpose is designing security to ensure a continuous protection across all attack surfaces: the totality of all physical, software, cyber and human exposure. We further concentrate on making your security infrastructure scalable in a way that allows it to evolve with the ever-changing threat landscape allowing decision makers to properly address ongoing business requirements.

What vertical markets does the company specialize in? Any interesting projects that you can mention?

Newcastle Consulting's pursuit is to advise, assist, and collaborate with clients given our decades worth of expertise in assorted types of security-related and business engagements in such sectors as:

- Aerospace and Defense
- Airline
- Banking
- Chemical and Pharmaceutical
- Commercial Real Estate
- Energy and Utilities including Nuclear
- Financial Services
- Healthcare
- Hospitality
- Information Technology
- Insurance
- Primary, Secondary and Higher Educational Institutions

- Telecommunications

Our goal is to aid in removing inefficiencies while further informing you on whether or not to accept risk based on cultivating a unified security strategy and master plan endorsed through a comprehensive risk, threat, and vulnerability assessment program that is flexible, scalable, and innovative..

How did you get started in security and designing/specifying?

How do you describe a life-long dream? I always wanted to work for the U.S. Secret Service since I was a child. I was fortunate enough to fulfill my dream and the start my career with them. Its impact on my career and its direction is profound given the experiences and responsibilities that I had surrounding protection and, more particularly, advance operations in the areas of technical security, intelligence information, threat identification and planning, and emergency evacuation operations. I was able to expand upon those skills as a key advisor to the Chief of Defense Nuclear Security on matters of security policy and special projects, concentrating on physical and logical security system design and operations, vulnerability assessments, technology applications and security management. I managed and participated with teams that assessed, evaluated, and implemented anti-terrorism and force protection improvements for high asset targets within the Department of Energy and the National Nuclear Security Administration (NNSA) while simultaneously assembling a team of top security experts from diverse backgrounds to advise leadership on implementation of graded security protection policy and application of Design Basis Threat.

This led to my involvement as one of the principal contributors to the Technical Implementation Guidance (PACS docu-

ment) on Smart Card Enabled Physical Access Control Systems - one of the key documents used for implementing a Policy for a Common Identification Standard for Federal Employees and Contractors.

Can you talk about what new or emerging technologies you are seeing or specifying today?

There are a multitude of directions we could go into regarding new technologies. I particularly look to understand the client needs prior to any involvement into new and emerging technologies. As aforementioned our systematic, prevention-based methodology is rooted in a thorough risk, threat, vulnerability, and impact assessment that allows for the development of a comprehensive security blueprint for any organization. This allows us to evaluate and pick the appropriate technology that meets the clients' expectations and needs while enabling any design to be scalable to new technologies.

We are designing and specifying artificial intelligence applications with other technologies including edge computing, 5G networks, and blockchain. This directs attention to the utilization of converged and integrated networks and devices, given the good majority of emerging and new security systems are being amalgamated. This examination allows my consultancy to specify and design advancements in analytics especially in camera technology as well as access control and its frictionless security design concepts. We further specify security architectural designs using Augmented Reality, Photogrammetry, and Lidar that ties in with building information modeling as it is a more effective and efficient manner to improve not only the security design, but also ensure a holistic and comprehensive design that integrates the necessary technologies for a business to grow, expand, and scale exponentially.

What is your view on the industry moving

forward?

The push is to converge and integrate physical and logical systems. This is not a new trend or concept in our industry, but one that is long overdue to get rooted. The driver is technology itself, but also the need for information and its dissemination in Real Time. Real Time Situational Awareness is here; we must embrace it. That said, holistic integration of the physical, logical (cyber and information), and operational aspects of security must be designed with the notion that there are multiple ways in which to obtain critical assets and information essential for a business to thrive and grow. If we do not take this approach, we will forever expose our clients and the security that we design to attack and continual disruption.

Data has produced an eruption of opportunities for the enterprise. We are inhibited to some degree by privacy risks, compliance and regulation controls the ability to collaborate on sensitive data and take full advantage of artificial intelligence opportunities to generate insights. Security is no longer going to simply be about protecting assets, sensitive data and keeping hackers out of our systems. In these days of big data and artificial intelligence, security will need to emphasize on enabling organizations to leverage, collaborate, and monetize their data without being exposed to privacy breaches, risks, compliance and regulation control their intellectual property. **SSN**

—Paul Ragusa

Specifically Speaking, a Security Systems News monthly column, features Q-and-A with a security consultant provided to SSN by SecuritySpecifiers.





Video



Security



IOT



Fire

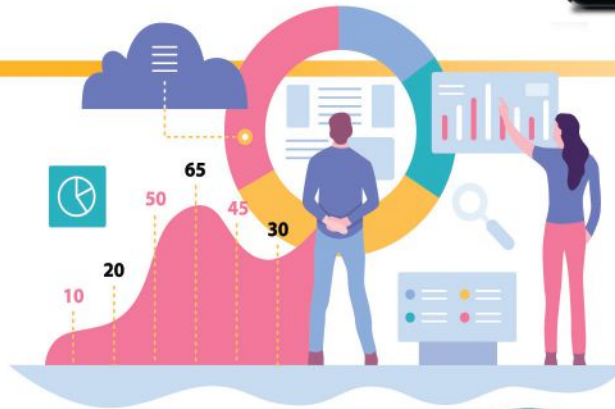


PERS

Award Winning Apps and
Tools Exclusive to Affiliated



Business Intelligence
You Need Now, Built on
a Platform for Tomorrow



Custom API Connectivity
to Build Powerful Solutions



More Integrations
than Any Other
Monitoring Center



GET A DEMO OF
OUR NEWEST
ALARM.COM &
RESIDEO
INTEGRATIONS



800.296.9000

www.affiliated.com

EDITORIAL

What will the future of security look like?

WITH THE business landscape changing so dramatically over the past few months — possibly irrevocably — the task for many in security, including for consultants, integrators, dealers and manufacturers, is to figure out what the “future of security” will look like and how existing and new technologies can help companies to overcome challenges and stay profitable during these extremely trying times.



Paul Ragusa

As businesses and organizations begin to reopen, many are rethinking the way they budget for security, including access control, video surveillance and security personnel, especially in light of ever-evolving CDC guidelines and state and local requirements for many businesses. Not to mention the protests and riots and looting that has occurred, driving the need for increased security.

One integrator, STANLEY Security, recently shared a white paper, The Future of Security, which adeptly identifies the technologies they believe will be essential to organizations' security strategies for the duration of 2020 and into the future.

I really like the following list of the white paper's key areas of focus as we move into the future of security:

- Cloud-based solutions;
- Remote services;
- Alarm verification;
- Cybersecurity;

- Advanced visitor management;
- Interoperable emergency communication;

- Data analytics

“As a result, we expect that many of these technologies will be central to organizations' security strategies for the duration of 2020 and will be fundamental in helping organizations navigate new challenges in the future,” STANLEY noted in the white paper.

The document examines how the impact of COVID-19 has brought “new challenges to light that exposed security vulnerabilities organizations didn't know existed in their environments. This has not only accelerated new technology innovation but also has driven adoption of security technologies that have been around for years.”

Some key questions the white paper examines include:

- Is it still about protecting against theft, or is it about creating a virtual command center that integrates their security and communication systems in one place, easily managed and viewed from anywhere?
- Is it about ensuring their network is secure from the growing number of cyber threats or is it about securing their finances and reducing unnecessary truck rolls and service calls?



- Is it the ability to track and manage traffic flow and understand exactly who is coming and going from their facility, while ensuring they've been properly screened?

As STANLEY astutely points out, technology can't solve all of our problems, but rather, “It's the use of differentiated technology combined with an integrated approach that will lay the foundation for a more secure future. In the past, organizations may have fared well managing disparate systems with different platforms and interfaces, but today's security challenges require a robust, integrated program backed by a holistic strategy.”

“In considering these technologies as part of a long-term strategy, as opposed to a short-term solution, organizations can develop a more resilient security program that can propel them forward and prepare them for the future.” **SSN**

Most-read stories at www.securitysystemsnews.com for 2020

1. Security Partners closes central station after operator tests positive for coronavirus
2. How one hospital battled COVID with a video camera
3. Intrusion trends stem from smart home, home automation capabilities
4. Brivo makes first acquisition in 20-year history
5. The secret to RMR success
6. Allied Universal looking to hire 30,000
7. Security Systems News welcomes “40 under 40” Class of 2019 winners
8. What is the integrator's role in the modern era of security?
9. Johnson Controls implements mandatory furloughs
10. Anixter accepts \$4.5 billion buyout offer from WESCO
11. Are thermal cameras our best defense against COVID-19?

SECURITY SYSTEMS NEWS

PRESIDENT & PUBLISHER

Sarah Flanagan
Tel: 207-319-6967
sflanagan@securitysystemsnews.com

EDITOR

Paul Ragusa
pragusa@securitysystemsnews.com

MANAGING EDITOR

Ginger Hill
ghill@securitysystemsnews.com

CONTRIBUTING EDITOR

Lilly Chapa
lilly.chapa@gmail.com

PRODUCTION DIRECTOR

Lise Dubois
ldubois@unitedpublications.com

E-MEDIA MANAGER

Peter Macijauskas
pmacijauskas@unitedpublications.com

SEND PRESS RELEASES TO:

EDITORIAL OFFICE
editor@securitysystemsnews.com
Tel: 207-846-0600

ADVERTISING OFFICE

Security Systems News
106 Lafayette St., PO Box 995
Yarmouth, ME 04096
Tel: 207-846-0600

MIDWEST AND EASTERN STATES REGIONAL SALES MANAGER

Brad Durost
207-846-0600, Ext. 274
bdurost@securitysystemsnews.com

SUBSCRIPTION INFORMATION

www.securitysystemsnews.com/subscribe

AUDIENCE DATA MANAGER

Adam Knatz, Adam.knatz@stamats.com
Security Systems News
PO Box 1888
Cedar Rapids, IA 52406-1888
800-553-8878



Audience analysis and verification is provided by Stamats Data Management.



VGM Group, d/b/a United Publications, publishers of specialized business media including HME News and Security

Systems News, producers of SecurityNext and the HME News Business Summit.

For custom reprints or digital reuse, please contact our reprint partner, The YGS Group, by calling 717-505-9701, Ext. 100, or by visiting unitedpublications@theygsgroup.com





NMC's thoughts and prayers are with all whose lives have been impacted by these difficult times. Our deep gratitude and appreciation goes to all those who are selflessly serving on the frontline of the crisis, seen and unseen, protecting our health, supporting critical services, and offering hope.

Together, we will come out of this stronger on the other side.

A handwritten signature in black ink, appearing to read "Woodie Andrawos", followed by a long horizontal line.

Woodie Andrawos
President, NMC

© 2020 National Monitoring Center, a Netwatch Group company. All rights reserved.

AL 1456 | AR CMPY.000222 | CA ACO7829 | FL EF20000505 | IL 124.002015 | OK AC1035 | TN 1785 | TX B13486 | TX Fire ACR-2919 | VA 11-7288



www.NMCcentral.com | 877-353-3031

COMMERCIAL & SYSTEMS INTEGRATORS

Interface Security Systems partners with RiskBand, provider of wearables

By SSN Staff

EARTH CITY, Mo.—Interface Security Systems, a managed services provider, has partnered with RiskBand, a provider of wearable live-monitored safety devices, to expand its interactive monitoring services.

Interface's new interactive security service allows businesses to equip at-risk staff with a wearable safety device that is directly connected to the Interface Interactive 24/7 Central Command Centers. Through the partnership, Interface is enabling businesses including retailers and restaurants to make wearable safety devices an essential component of their emergency response strategy.

"Many businesses are forced to operate with reduced staff and adapt their offerings to include new services such as curbside pick-up. In times like these, more attention needs to be placed on protecting assets and increasing safety measures for employees and customers," Interface Security Systems Chief Revenue Officer Brent Duncan said in the announcement. "This new service enables businesses to add another layer of protection for their associates when they are working alone, for locations with limited or no existing protection, or to expand security coverage outside a business' building."

The wearable personal protection device can be worn

on a lanyard, belt, vest, jacket, or pants. A single push of a button provides two-way voice communications, user profile data, man down and hard fall detection capabilities, near real-time images, and geolocation data to Interface's trained security professionals who can immediately assess the situation, intervene and deploy the appropriate emergency response.

"RiskBand is excited to partner with an industry leader like Interface, one of the most respected security service providers in the U.S.," RiskBand CEO and Co-founder Jim Van Law said. "With the combined power of our solutions, businesses will gain peace of mind knowing

that their employees and premises are always protected by trained security professionals and state-of-the-art wearable devices."

The new Personal Protection Monitoring Service is available immediately to Interface customers as a cost-effective expansion to their existing solutions or to new customers as an autonomous solution that can be implemented quickly with a minimal investment.

Interface focuses on delivering managed network, asset protection and business intelligence solutions to distributed enterprises. More information on the service can be found: <https://interfacesystems.com/asset-protection/pers>. **SSN**

BRIEFS

COVID-19 funding supports K-12, higher learning schools

YARMOUTH, Maine—Coronavirus has disrupted the education system as was known, with a large portion of the nation's students "educating from home" during the latter part of the 2019-2020 school year. In some areas, next school year doesn't look any different. In fact, tax revenue losses could sharply cut education funding.

As part of the March-approved \$2 trillion stimulus package, Congress allocated approximately \$13.2 billion of the \$30.75 billion allotted to the Education Stabilization Fund through the CARES Act for the Elementary and Secondary School Emergency Relief (ESSER) Fund. K-12 administrators now have the much-needed financial resources to address individual campus needs as they relate to being prepared, responding to catastrophes, planning and coordinating long-term closures and other needs to ensure education continues.

Of the \$30.75 billion, \$3 billion also goes to the Governors Emergency Education Relief (GEER) Fund, allowing them to use the funds for school districts or higher education institutions that were "significantly impacted," while \$14 billion goes to the Higher Education Emergency Relief (HEER) Fund, designed to assist students with expenses, such as food, housing, course materials, technology, healthcare and child care, as related to campus operation disruptions caused by the COVID-19 pandemic.

This funding opens the door for security manufacturers, dealers, integrators and consultants as schools are at the ready to purchase services and products to better equip their campuses, and they have the funds to do so.

PSA partners with vMobile Technology

WESTMINSTER, Colo.—PSA announced the addition of Visual Mobile Technologies, Inc. to its business solutions providers.

Visual Mobile Technologies is an innovative technology company addressing the compelling need to reinvent collaborative mobile communications for small to medium businesses and large enterprises with its tool, vMobile.

"vMobile is an excellent cloud-based tool that can increase efficiencies for systems integrators," said Anthony Berticelli, PSA's vice president of operations. "Especially in our current times, the ability to collaborate remotely by uploading videos and images and collaborate with colleagues on issues no matter where they are is critical."

ADT Commercial teams up with Dollar Tree Inc.

By SSN Staff

BOCA RATON, Fla.—ADT Commercial joined forces with Dollar Tree, Inc. to help provide protection to its nationwide retail locations with comprehensive and innovative security solutions and monitoring services.

"In these rapidly evolving times, we're thrilled to be partnering with Dollar Tree for what marks the largest contract to date for ADT Commercial," Jim DeVries, president and CEO of ADT, said in the announcement.

"Dollar Tree has shown itself to be a true industry leader by seeking out some of the most groundbreaking, enterprise-level security solutions on the market."

The agreement includes equipment and service enhancements, and 24/7 remote

support from ADT at Dollar Tree and Family Dollar locations across the U.S.



"In these rapidly evolving times, we're thrilled to be partnering with Dollar Tree for what marks the largest contract to date for ADT Commercial."

—Jim DeVries, President, ADT

"Our goal is to provide custom, innovative, integrated solutions to meet Dollar Tree's unique needs," Dan Bresingham, executive vice president, commercial at ADT, said. "With this partnership, we're helping to shape the future of retail security and look forward to working with Dollar Tree to make that future a reality."

Bob Oberosler, Sr. vice president of Asset Protection,

at Dollar Tree added: "It is very important for us to ensure our customers and associates feel safe and secure while in our stores. We continue to enhance our in-store technologies, and are fully committed to customer and employee safety." **SSN**

Allied Universal helps schools, universities

By SSN Staff

SANTA ANA, Calif.—As educational leaders continue the challenging conversation about what the new normal will look like for students across the nation, Allied Universal is helping school administrators and campus safety departments plan and prepare for students returning to school. Allied Universal's more than 7,500 campus security professionals safeguard nearly 700 schools/universities nationwide.

"Institutional stakeholders are asking questions about what the 'new normal' will look like for our students, while at the same time, our educational leaders are balancing budgets and dealing with lay-offs and staffing decisions and continuing to provide a high-quality academic experience for students across the country," Stephen R. Aborn, director of higher education at Allied Universal, said in the announcement. "We are here to support and offer a variety of solutions to keep all school campuses safe during the COVID-19 pandemic."

Over the last several months, Allied Universal's K-12 and higher education experts have been sharing best practices, guidance

and tools to help schools provide a safe and security environment for all students and faculty. This guidance includes:

- Support "no touch" entry into buildings, dissemination of personal protection equipment (PPE), disinfecting supplies and social distancing requirements to keep staff, students and parents safe;

- Conduct distance temperature screening with a broad range of solutions such as handheld, fixed or semi-permanent thermal screening imaging, and robotic and kiosk screening technology;
- Assist with traffic control, provide improved management of drop-offs and pick-ups, and support ingress/egress locations around school buildings;

- Help mitigate further risks with advanced technologies such as Allied Universal's HELIAUS platform, LiveSafe's Mobile Safety and Security App, and access control and remote video monitoring solutions.

"We recognize the hard work of our education leaders and support their mission of furthering learning and education to all students in a safe environment," Masha Karimi, education manager at Allied Universal, said. **SSN**

The art of forecasting sales

By Chris Peterson

During one of my first exercises in sales management, I walked to my supervisor's office with the hopes of receiving relief to my stress. I was asked to prepare a forecast for the upcoming quarter, and I had never done this type of exercise. Of course, as a salesperson in charge of a territory, I had to manage a pipeline, but this was different. The forecast that I was charged with submitting was representing about 20 percent of the company's sales. After it left my supervisor's possession, it went to our CFO, and then to the street. We were a public company and the whole process freaked me out. Hence, the request to meet with my boss.

After admitting that I was overwhelmed, my boss, Bob, leaned back in his chair, folded his hands into his lap and said: "Well Chris, you've got a heck of a problem, don't you? If you give me too high of a number, I'll have to fire you at the end of the quarter. Too low and I'll fire you right now." Of course, he was kidding ... sort of.

After having some fun with his rookie 29-year-old sales manager, Bob spent the next hour or so completely focused on helping me with my forecasting exercise. That conversation was the beginning of my never-ending quest to master the art and science of forecasting. Along the way, I've become very good at forecasting. However, my desire for the last decade has been to make others exceptionally good, which has led to this list of forecasting best practices for managers.

1. Forecasting is not pipeline management. When I present the idea of forecasting, I often hear a response about a CRM system doing all the forecasting. A CRM system can report on a pipeline, and while this can be considered a forecast fundamentally, the result is rarely accurate. There are two primary differences:

a. Salespeople should create their forecasts and report them to management. Of course, they should use their pipeline data, but it's up to them to deliver the final numbers. A best practice is to have them report to management in the same way they would report to a bank.

b. While a pipeline is open-ended and continually managed, a forecast focuses on a finite period. For most companies, I recommend quarterly forecasts. All opportunities, projected close dates, and probabilities need to consider the finite time frame.

2. Establish clear rules and definitions of the probabilities. Chaos could be defined as a forecasting exercise that includes more than two people projecting their sales by gut feel. From the beginning, make sure that the entire sales team clearly understands the definitions of the different probability stages for forecasting. A few ideas for probability

definitions:

a. Limit the stages to five or less, including 100% for closed-won.

b. Every forecasting stage definition should include the words "during this quarter". For example, an opportunity could be at 90% in the CRM system, but only 35% on the forecast. While this opportunity has a

90% probability of closing sometime soon, there is only a 35% chance that it will happen this quarter.

c. Ask these two questions for every forecasted opportunity: What is the compelling reason the account will choose us? What is the compelling reason the account will make their decision and issue an

order this quarter? To be clear, the answers need to be compelling to the accounts, not to your salesperson.

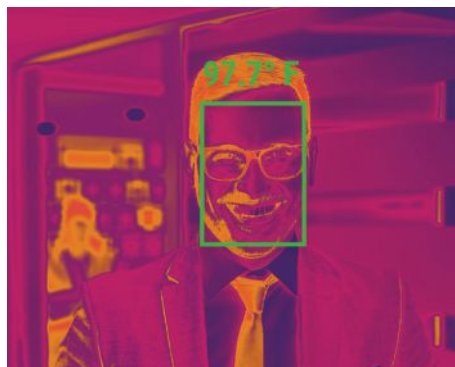
3. Each salesperson should calculate a minimum and a maximum forecast. Some companies call these commits and upsides; while others call them forecasts and projections. Whatever term you use, ask your salespeople to calculate a minimum forecast number and a maximum forecast number. After three or four rounds of this exercise, you'll be able

to determine what each person will actually close by understanding these two extremes.

4. Use the forecast numbers all quarter. Don't stick the forecast reports in a folder and forget about them until next quarter. Use them. Use them in every one-on-one meeting. Use the aggregate in every executive and sales team meeting. Make sure everyone is aware of their forecast numbers and where they stand relative to those numbers. **SSN**



Highly Accurate Thermographic Cameras Safely Reopen Your Business with Advanced Screening



One-Second Detection

Detects and alerts to elevated skin-surface temperature in just one second for high-throughput screening



Temperature Screening on Patrol

Supports immediate detection and preliminary screening avoiding unnecessary physical contact



Manage Cameras From A Safe Distance

Use an I-Series NVR (DS-7608NI-I2/8P) or PC Laptop with iVMS-4200 software to manage the cameras from a safe distance.

FOCUSED ON YOUR SUCCESS

HIKVISION®

*Disclaimer: Hikvision USA Inc. products depicted herein are not FDA approved medical devices and are not intended for use in the diagnosis of disease or other conditions, or in the cure, mitigation, treatment, or prevention of disease. When configured correctly, the Hikvision products discussed herein can identify elevated human skin-surface temperature relative to a sample population.

MONITORING

RoomMe introduces event-driven, on-demand occupancy reporting

Knowing if family members are home and where helps reduce false alarms

By SSN Staff

TEL AVIV, Israel—Intellithings, creator of RoomMe, a patented intelligent room presence monitoring system highlighted on page 20 of Security Systems News' May 2020 Product Spotlight section, recently announced support for IFTTT, including an action that provides users with trigger-driven occupancy reports. This update is available on the RoomMe app and is compatible with IFTTT-connected alarm and security systems.

Leveraging patented Presence Sensing Technology (PST), RoomMe leverages the Bluetooth signature of a user's smartphone or select smartwatch models to identify who that user is and which room he or she is in, and then automatically adjusts settings such as entertainment, temperature, lighting and more to that specific user's preferences. This technology can also be leveraged to check on the well-being of other users within the home via RoomMe.

"RoomMe augments many of the systems and devices security dealers and integrators

are installing on a regular basis," Oren Kotlicki, founder, CEO of Intellithings, said in the announcement. "Dealers can easily add on the sensor to provide additional functionality, including the ability to query connected voice assistants for information on who is home or to quickly and easily

"RoomMe augments many of the systems and devices security dealers and integrators are installing on a regular basis"

—Oren Kotlicki, founder, CEO, Intellithings

check in on family members during an emergency situation. RoomMe adds an additional layer of intelligence to the alarm and smart home security systems being installed every day."

Upon an alarm, RoomMe can be leveraged as a home occupancy report system to quickly and easily inform the central station or the user who is at home to enable rapid

outreach to those users to check if they are safe. During alarm and arming events, RoomMe can be used to quickly determine if users are home and/or where they are within the home, therefore reducing false alarm frequency.

Users can also ask their preferred voice assistant — Amazon Alexa, Google Assistant or Apple Siri — for information, providing details on which room in the house is currently occupied by a RoomMe user and how long he or she has been there. This functionality is especially useful for checking in on children or aging-in-place parents, as prolonged presence in a room without movement could be indicative of a serious problem.

RoomMe functions as an additional layer of security for DIY and professional installed smart home systems and devices including but not limited to Apple HomeKit, Logitech, Philips, Bose and hub-connected Z-Wave and Zigbee devices. Drivers are also available for RoomMe compatibility with Crestron, Control4, URC, ELAN and RTI-installed systems. **SSN**

BRIEFS

SSN editor part of TMA Virtual Town Hall

YARMOUTH, Maine—To continue to drive community and togetherness, as well as offer practical, usable information to the industry during uncertain times of COVID, The Monitoring Association (TMA) started hosting the "Weekly Virtual Town Hall" back in March.

On Monday, June 1, at 11 am EST, TMA hosted a special Virtual Town Hall panel presentation featuring leading trade publication Security Systems News' Editor, Paul Ragusa, along with four other editors from leading industry trade publications. Industry editors offered a unique perspective on how the pandemic has and will continue to impact businesses and were afforded the opportunity to speak to a variety of industry professionals.

"I felt it was important to take part in TMA's Virtual Town Hall and address some of the key issues facing the industry today, especially in regard to the impact COVID-19 is having on security companies," Ragusa said.

Over the past few months, SSN has been dedicated to serving the industry by offering unique content as it relates to COVID-19 and its impact on the security industry, with usable information and takeaways that immediately help others. We have compiled our COVID-specific content here to make the reading experience easier.

AvantGuard Monitoring Centers renews TMA Five Diamond Designation

By SSN Staff

OGDEN, Utah—AvantGuard strives to exceed all monitoring and customer service standards, and to satisfy the requirements for the TMA Five Diamond designation is true sign of AvantGuard's commitment to excellence.

To receive and maintain the Five Diamond designation a monitoring center must meet the "five points of excellence," which are a commitment to:

- Ongoing, job-related education and testing by having 100 percent of its monitoring center operators certified using the TMA online training series on industry best practices;
- Random inspections and quality criteria standards by a nationally recognized testing laboratory, such as FM Approvals, Intertek/ETL

and UL;

- Raising industry standards through TMA membership and participation in its activities;
- Reducing false dispatches; and
- The highest levels of customer service.

This award goes beyond customer-facing services, and relies heavily monitoring center operators. AvantGuard believes the operators are the engine that drives the company, and they take great pride in hiring and training operators to provide the best possible service to its customers. To achieve the Five Diamond designation, every operator must not only pass the course, but demonstrate proficiency, knowledge and understanding of:

- Alarm confirmation
- AVANTGUARD** *cont'd. on page 22*

Immix announces new CEO

By SSN Staff

TAMPA, Fla.—Immix, a global provider of commercial central station software for remote managed video services, announced that Chris Brown will take over as CEO and will oversee the global business from end-to-end.

The company and its software platform recently rebranded under one name and a new URL: www.immixprotect.com.

Brown takes over as CEO after having served for the past six-plus years as Vice President of the Immix Central Station and Guard Force business units, where he lead a team that was instrumental in maximizing returns and increasing recurring monthly revenue options for both the company and its customers.

With nearly 30 years of experience in the security industry, specializing in the operational success of high-growth companies, Brown

formerly served as Co-Owner / Vice President at CheckVideo, where he revamped the company's strategic vision and go-to-market strategy.



Chris Brown

Previously, he was senior vice president of Operations for Iverify, where he directly managed solution R&D, system design, installation, service, core infrastructure deployment and the video monitoring center with a staff of

over 200 operators.

"I am deeply honored and excited to be entrusted with this position in a company that for the last 18 years has led the way in enabling its clients to deliver RMR through remote video and event-based monitoring. The organization has an unwavering passion for the success of its partners and employees," said Brown. "We have experienced a tremendous level of growth over the past few years and today operate in over 38 countries." **SSN**

WHIRC receives UL listing 27 straight years

ROCKFORD, Minn.—WH International Response Center (WHIRC) received its Underwriter's Laboratories (UL) listing as a central monitoring station for the 27th straight year, dating back to 1994. This means WHIRC has met or exceeded quality, safety and training standards set by UL. WHIRC is committed to exceeding UL's standards to ensure continuity of quality service to its customers.

UL recently updated its requirement to not only improve the security of all data and information, but also to increase the dependability and redundancies to protect that data. WHIRC continues to stay up-to-date with technology and is already compliant with all the new 2020 standards.

WHIRC also renewed the "TMA Five Diamond Monitoring Center" designation from The Monitoring Association (TMA). This designation means that a monitoring company has demonstrated an exceptionally high degree of responsibility to their business and customers through the investment of time, money and commitment to quality operator training. It is granted annually to monitoring centers that satisfy all requirements of the "five points of excellence" and fewer than 200 of the approximate 2,700 monitoring centers in the United States have achieved Five Diamond designation, setting the companies that have apart.



SECURITY CENTRAL

WWW.SECURITY-CENTRAL.COM

1-800-560-6568



Nationwide Monitoring

INNOVATION YOU CAN FEEL

Innovation is the key to everything the future can be.

INNOVATION STARTS WITH US.

Become part of three generations of innovation with Security Central.



BILLING
SERVICES



ANSWERING
SERVICES



CUSTOM VIDEO
SOLUTIONS



DEALER
TRAINING



avantguard

agmonitoring.com

HYBRID MONITORING

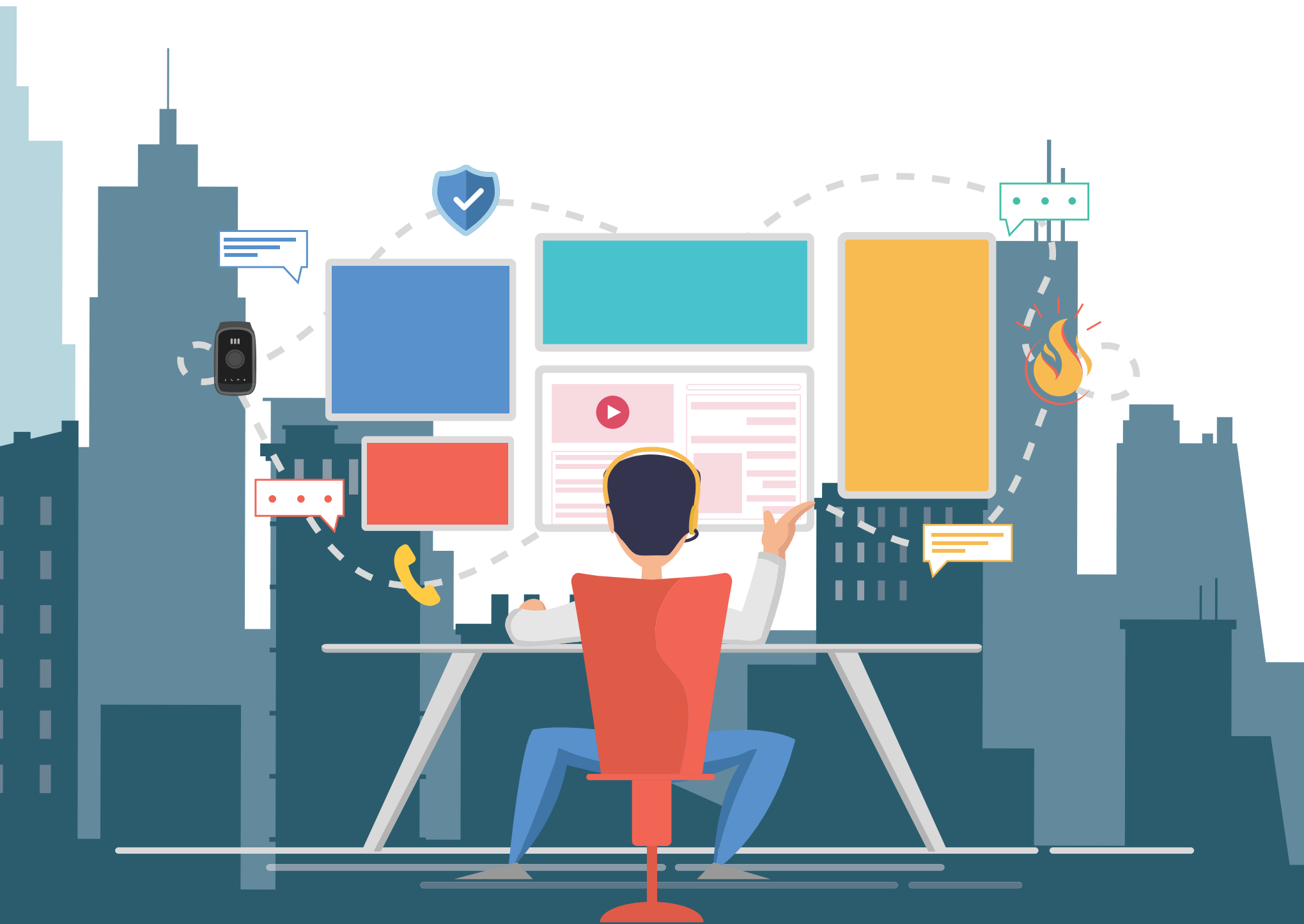


CALL AVANTGUARD TODAY TO SEE HOW WE CAN HELP

844-812-2897

Infuse your central station with AvantGuard technology and staffing

Redundancy • Technology • Phone Services • Staffing Needs • UL Listed



sales@agmonitoring.com
agmonitoring.com/services/hybrid

How one hospital battled COVID with a camera

Continued from page 1

re-wearing single-use, respiratory masks.”

Something had to be given, and who knew it would be a video camera that would provide safety, and a level of comfort and protection during a worldwide pandemic.

A hospital, a doctor, and a security dealer and integrator

Matt Vincent, owner of Smart Solutions, LLC, a security integration company serving Kentucky and Tennessee, has forged a tight relationship with a local doctor serving the Bowling Green, Ken. area, providing security solutions for the doctor's residential home, lake home and businesses.

“Dr. Carter has reached out to us [Smart Solutions] in the past for solutions that no one else could offer or figure out,” Vincent said. “That’s why he reached out to us on the hospital’s behalf for a solution to keep the medical staff safe while battling COVID-19.”



Jake Voll

After learning all the caveats necessary to fit the needs of the hospital, Vincent reached out to trusted colleague Jake Voll, president of SS&SI Dealer Network.

“This application was unique,” Jake Voll explained. “I asked for details on the application. ‘What were the end user’s challenges? What specifically did they need to see? How would healthcare providers use the cameras to interact with patients?’”

As Vincent answered Jake Voll’s questions and provided other necessary details, “must-haves” for this hospital application emerged: technology that could monitor and offer a way to communicate with COVID-positive patients to minimize unnecessary contact and use of PPE.

“We needed two-way voice cameras, reliable connectivity and HIPAA compliance,” Jake Voll said. “We also needed something that would be easy to deploy, cost effective and SECURE! Alarm.com’s WellCam offered all of that plus high definition and a wide field of view, 180-degrees.”

And, since Security Solutions was already an Alarm.com dealer, “it was a no brainer to go this route,” Vincent added.

A safe installation

Vincent decided to install one WellCam on site for the hospital to demo for a week to help them decide if this solution was a fit. The WellCam enabled patient care with remote monitoring via WellCam’s 180-degree camera with 1080p resolution and 6mp zoom and direct communication via the solution’s “call-out” button that initiates a hands-free call via an app, putting medical personnel straight through to the WellCam’s speaker. Placing a WellCam in a COVID-positive patient’s room empowered medical professionals to provide high-quality care at a safe distance and without using PPE.

“They loved it!” exclaimed Vincent. “They loved all the features, especially being able to view the [medical] monitors and the patient(s), and also being able to have two-way communication with the patient. This solved the exposure and PPE issue all in one solution.”

With such positive feedback, Vincent placed an order with SS&SI, and the very next day, he had 40 WellCams at the ready. “Jake’s prompt response time helped us serve the hospital and deliver the ‘WOW’ factor.”

Now Vincent had to ensure his techs were safe during the installation of the 40 cameras.

“It is imperative that security techs be properly educated on infection control protocols and proper PPE use prior to installing equipment in any environment, especially the healthcare setting,” Mary Pat Voll educated. “Ideally, the patient room would be vacant and sanitized prior to installation to ensure low risk of exposure.”

And, that’s exactly what the Kentucky hospital did.

“The hospital had every floor of the COVID-19 wing evacuated and sanitized for our safety,” Vincent said. “We worked with the hospital’s IT staff to get the cameras on the network and then started installing them in every room on the third and fourth floor of the COVID-19 wing.”

Why Alarm.com’s WellCam

Right from the start, Vincent and Jake Voll decided to work with Alarm.com on this project.

“Aside from the right specs, they have a Health & Wellness team who understand the vertical,” Jake Voll said. “They were very cooperative, even to the point of having their Director of Health & Wellness, Lainie Muller involved.”

Mary Pat Voll added that with the continued advisement of social distancing, hospitals seek reasonable ways to distance healthcare workers from contagious patients.

“WellCam does just that by allowing two-way voice and HD video communication between healthcare providers and patients,” she said. “Less exposures equals less illness!”

In addition, Alarm.com has a comprehensive HIPAA compliance program and an easy-to-use onboarding process with Authorized Alarm.com Service Providers.

Since the installation, the hospital has served more than 300 COVID-positive patients from surrounding areas in Ken. and Vincent that the hospital workers are amazed by the implementation.

“I learned from working with the hospital that network security is one of the biggest challenges and working with the IT staff to accomplish any network-related task is key,” said Vincent. “We had the privilege to work alongside the doctors and make sure we trained all the staff to make sure they were fluent in how to use the app. We also learned that the medical field is a section of the market we had previously overlooked but now, we’re putting actions in place to target this vertical.”

Taking a deeper dive into the hospital vertical

When it comes to security solutions for hospitals, key elements include connectivity, security, privacy and deployment. It is imperative to coordinate and foster a positive working relationship with hospitals’ IT personnel.

“As it relates to connectivity, integrators working in a healthcare facility have to understand that their networks are going to be seriously restricted,” educated Jake Voll. “Expect to coordinate with their IT staff and ideally create a dedicated Local Area Network (LAN)



for devices with a separate internet service. Without your own network, it will be incredibly difficult, if not impossible, to implement and service networked devices at scale.”

In addition is the concern of network security and privacy requirement of healthcare providers.

“Coordinate with the facility’s IT personnel to ensure their network security requirements are met and partner with manufacturers and platform providers who understand security and privacy requirements in a hospital setting,” Jake Voll advised.

During hospital deployments, security integrators need to realize that the facility could already be fully operational; therefore, time is of the essence.

“You need technology that can be implemented quickly — especially at a time when every room and bed is needed.”

To be successful serving the hospital vertical, partnership is of top importance. When Jake Voll looks to partner with solutions providers, he searches for solutions that are easy for his dealers to sell and install, opting to partner with manufacturers that offer great products, marketing resources and support before, during and after the sale.

“I stress this with our manufacturers because our dealers/integrators are our point of sale,” he said. “If they don’t sell, neither do we.”

As with any vertical, understanding the pain points for a prospective end user keeps manufacturers, dealers and integrators focused on the most important part of any deployment — successfully solving or mitigating problems.

“It’s easy to get lost in specs and forget that customers aren’t paying for a product as much as their paying for a solution to whatever problem or potential problem they’re trying to solve or mitigate,” said Jake Voll. “Increasingly, we need to understand how the dealer and their end user expect to interact with the product(s) and how they expect it to work within a larger ecosystem of connected products.”

An opportunity created by COVID

The security industry as a whole is fortunate in that it was, and is, considered an essential service, not being forced to shutter during the initial phase of discovering COVID

in the United States, nor anytime thereafter. This puts the industry in a special place to really help people by embracing the concept of “do-it-together” installs.

“Systems can be shipped directly to subscribers and techs can walk end users through installation and testing over the phone,” said Jake Voll. “Self-installs accounted for nearly half the market for security systems, according to Parks Associates, prior to COVID.”

This brings up the hot topic of DIY taking over professional installers, eventually pushing them out of the market. However, Jake Voll has something to say about that: “I think pro stand a better chance of cutting into THEIR market share by offering professional-grade equipment, professional support from an experience tech and local service as needed.”

All things considered when it comes to COVID, we really ARE ALL in this together; it’s impossible not to be, since the whole planet humans call home has been and continues to be affected greatly by this, at present, incurable virus.

“My heart goes out to those who have been impacted by COVID, including the frontline workers who put their lives on the line to care for others,” Mary Pat Voll said. “As a healthcare worker, I never imagined caring for patients in substandard conditions under crisis guidelines.”

And, as security professionals, Vincent and Jake Voll never imagined they would be faced with protecting people against a deadly virus, invisible to the naked eye, only rearing its ugly head, so to speak, as symptoms present themselves in the body.

“I’m completely convinced that in every challenge there is an opportunity,” Jake Voll said, emphasizing the hospital project he worked on with Vincent. “The opportunity for us to partner with Alarm.com and our dealer to offer a solution that increased the safety of frontline healthcare workers is winning any way you look at it.”

Mary Pat Voll concluded by imploring readers to understand that “frontline healthcare workers will continue working tirelessly to comfort and heal those who have fallen ill from this virus—don’t be one of them if you can help it! Be mindful of those around you and practice common sense when it comes to staying healthy.” SSN



inovonics® weekly cup



Grab your morning cup, log-on, and join us Tuesday mornings for live streamed wireless education, industry updates and open discussion.

www.inovonics.com/virtualevents

Return to Work and School: Wireless Monitoring in Response to COVID

July 14, 2020 at 9:30 a.m. (MDT)

Co-Presented by: Michael Um, Senior Product Manager, Inovonics

Co-Presented by: Scott Fincher, Senior Product Manager, Inovonics



iSeries Photoelectric Beams: Design and Installation Best Practices

July 21, 2020 at 9:30 a.m. (MDT)

Co-Presented by: Eric Mardian, Regional Sales Manager, OPTEx, Inc.

Co-Presented by: Richard Ramos, Field Application Engineer - Security Division, OPTEx, Inc.



Integrating Inovonics Wireless and Integrated Control Technology (ICT)

July 28, 2020 at 9:30 a.m. (MDT)

Presented by: John King, US Director of Sales, ICT



Flair Innovative Sensors and LED Alarm Panels Powered by Inovonics

August 4, 2020 at 9:30 a.m. (MDT)

Presented by: Morgan Morgan, President, Flair Electronics



RESIDENTIAL SYSTEMS

Parks Associates launches CONNECTIONS Community

By SSN Staff

DALLAS—International research firm, Parks Associates, announced the launch of an online conference and networking experience, November 10-12, focused on the connected home and IoT industries. The research firm will host six webinars on key topics, sharing latest consumer data and insights, culminating in a three-day, virtual conference that will bring industry leaders together to network and discuss the growing smart home market. The firm's latest research predicts by 2024, total annual revenue from smart home services in the U.S. will exceed \$1.7 billion.

"We are excited to announce the CONNECTIONS Com-

munity and offer our clients a unique, virtual experience that blends research and industry knowledge as part of an ongoing experience," Elizabeth Parks, president, Parks Associates, said in the announcement. "While we aren't able to host CONNECTIONS or CONNECTIONS Europe in person this year, we are able to extend the value of these events to an online community and provide valuable networking and discussion throughout the year."

Early sponsors include: Sutherland Global Services, Alarm.com, Rapid Response Monitoring, Cox, Cirrent,

Everise, Firedome, Intellithings, MMB Networks, PassiveBolt, Z-Wave, Zen Eco-systems, Aprilaire, Sprosty Network, Wi-Change, Gad-geon and Inspire.



Elizabeth Parks

"Data and insights, as well as tenured experience, will help companies navigate the turbulent markets," Jennifer Kent, senior director, Parks Associates, said. "With new circumstances driven by COVID-19 and the

economic recession, consumers will reconfigure their perceptions of value propositions, which will in turn create new opportunities for companies to innovate in design, outreach and business

strategy.

"Our research finds only two-fifths of the U.S. broadband households are familiar with smart home devices, so this market has plenty of room to grow and expand. We have designed the CONNECTIONS Community to identify and explore these opportunities amidst a community of industry executives who will benefit from shared learning."

Leading up to the November event, the CONNECTIONS Community will host multiple webinars with analyst insights, interactive panels, roundtable discussions and special networking. These will take place July 15 and 29; August 19; September 16; and October 7 and 28. **SSN**

ADT, Instacart partner

By SSN Staff

BOCA RATON, Fla.—ADT partnered with Instacart to provide its mobile safety solution, Safe by ADT, to the delivery company's 500,000 shoppers through an in-app safety feature. The Safe by ADT platform will power Instacart's new safety and emergency response feature, allowing shoppers to quickly and discreetly contact emergency services anytime they feel unsafe.

"ADT is eager to work alongside Instacart as it quickly grows and provides more ways to help keep its shoppers and customers safe with tech-based solutions, like Safe by ADT," Leah Page, vice president, Mobile Security & Strategic Projects at ADT said in the announcement. "At ADT, we believe everyone has the right to feel safe and companies, like Instacart, that institute solutions, like Safe by ADT, are helping to create safer working experiences for hundreds of thousands of Americans."

Safe by ADT is a data-driven, customizable, mobile safety solution that integrates into third-party apps, providing on-the-go users with access to ADT's 24/7 professional monitor-

ing centers to help provide emergency assistance. Customers can connect with an ADT monitoring professional who may receive customer location, identity and other partner-specified data, such as trip or task details.

"The safety and well-being of all Instacart shoppers is our top priority," George O'Brien, vice president of Shopper Product at Instacart, said. "With the support of ADT, we're making it possible for shoppers to access 24/7 emergency services directly from their Instacart Shopper app, helping make sure shoppers can get assistance when they need it most."

The new ADT-powered safety feature within the Instacart Shopper app can quickly connect shoppers to emergency services and send along incident details, including GPS location. This feature is especially critical when shoppers are unfamiliar with their surroundings and cannot describe their location to a dispatcher. Once activated, the safety feature can help emergency services locate the shopper, even if they moved after the initial alert. **SSN**

Vivint Smart Home wins Gold Halo Award

By SSN Staff

PROVO, Utah—Engage for Good, a premier social good and cause-related marketing professional organization, recognized Vivint Smart Home with the 2020 Gold Halo Award in its Group Volunteerism category.

"Giving back is at the heart of the Vivint employee experience," Holly Mero-Bench, director of Vivint Gives Back, said in the announcement. "We recognize that serving together within our communities creates a stronger connection to those communities, to the company and to each other. Opportunities to perform service consistently ranks as one of our employees' favorite things about working at Vivint."

The award program is now in its 18th year and is North America's highest honor for corporate social initiatives and cause marketing. Last year, the organization recognized Vivint with a 2019 Silver Halo Award in its Social Service category. To date, nearly 50,000 Vivint volunteers have donated nearly 250,000 volunteer hours around the world to help people facing significant hardship. In 2019, Vivint volunteers participated in a variety of group activities:

International Impact Trips:

More than 600 Vivint volunteers traveled more than nine million miles and donated 15,000 volunteer hours to positively impact the lives of 60,500 people living in impoverished neighborhoods of Imizamo Yethu, South Africa; La Carpio, Costa Rica; and Chiang Dao, Thailand.

Feed My Starving Children: Last year, in a single day, 1,000 Vivint volunteers packed 272,000 meals to feed hundreds of special needs children living in orphanages in third-world countries.

Summer of Service: The summer of 2019, 1,500 Vivint volunteers participated in 85 North American service projects, impacting the lives of more than 5,000 people in local communities.

Sub for Santa: Two-thousand, six hundred Vivint volunteers together donated 7,800 volunteer hours to purchase, wrap and deliver 19,000 gifts for nearly 4,000 children.

"This year's recipients provide tangible examples of effective and innovative, purpose-driven efforts and demonstrate the many ways companies and causes can collaborate to create meaningful businesses and social returns," David Hessekiel, president of Engage for Good, said. **SSN**

BRIEFS

Owen Security Solutions acquires Priority One branch

CALHOUN, Ga.—For nearly 50 years, locally owned and operated security and technology company, Owen Security Solutions, has provided trusted service and premier solutions for the protection of lives and property. To continue its legacy, Owen Security recently acquired the Priority One, Security, Inc. Cartersville branch.

"Our team is delighted and inspired by the acquisition of a respected competitor in the Barlow County community," Justin Owen, president of Owen Security Solutions, said in the announcement. "We are excited by the growth of our family-owned company and look forward to providing services to the many new customers in Cartersville and surrounding areas."

The acquisition was finalized on June 9, 2020 and the Owen Security team welcomes three former Priority One employees. Owen Security solutions now serves more than 8,000 customers in the Northwest Georgia area, with the addition of the acquired Priority One customer base.

ADI Global Distribution launched new websites

MELVILLE, N.Y.—ADI Global Distribution launched new websites in the U.S., Canada and Puerto Rico to deliver an enhanced online shopping experience.

"To help deliver the best user experience to our customers, we incorporated their feedback into the redesign of our sites," Laura Phelan, vice president of digital experience and digital branch at ADI, said in the announcement. "The website redesign is the first phase in our larger initiative to transform the customer's digital experience at ADI."

ADI's websites and ecommerce platform, the Digital Branch, gives customers access to the full range of ADI products and services. With a mobile-first design, the updated sites feature clean, modern aesthetics on all devices. An updated navigation bar provides quick links to New Products, Services and Deals, and fast loading times offer more efficient browsing. Customers can expect new sections highlighting best-selling categories and top brands, and clear messaging and product organization make it easy to shop online.

"We'll continue adding new features and functionality to our Digital Branch," Phelan added, "and make it easier for dealers to access the products, services and support they need from ADI."

In a safe and convenient environment, registered customers are able to access and manage their accounts online. Users can log in directly from the homepage to place an order for pick-up and delivery; view order history; check product availability and inventory levels; view pricing; explore shipping options and more. Additionally, the ADI monthly sales flyer is now interactive online.

ALARM DEALER STIMULUS PACKAGE

CLAIM YOUR 2 PART RELIEF PROGRAM
DYNAMARK WILL BEAT THE DEALER'S CURRENT RATE PLAN – NO MINIMUM TO PARTICIPATE

- TO DETERMINE THE NEW COMPETITIVE RATE, AN INVOICE OF THE CENTRAL STATION AND PLATFORM FEES WILL BE SENT TO THE REGIONAL AND THE COSTS WILL BE VALIDATED
- UNTIL THE 90 DAYS IS COMPLETE, THE DEALER IS OBLIGATED TO PAY HIS ENTIRE BILL.
- DEALER AGREES TO SIGN A 36 MONTH AGREEMENT

OFFER DOLLAR VALUE CREDIT FOR EACH ACCOUNT THAT IS MOVED TO DYNAMARK

- DEALER WILL RECEIVE A \$10.00 CREDIT PER ACCOUNT ON ANY NUMBER OF ACCOUNTS THAT ARE MOVED OVER WITHIN 90 DAYS -25 MINIMUM REQUIRED.
- DEALER WILL RECEIVE A \$20.00 CREDIT PER ACCOUNT IF THEY MOVE OVER AND ACTIVATE 250 OR MORE ACCOUNTS WITHIN 90 DAYS

TOTAL NUMBERS TALLIED UP AT END OF 90 DAYS. NO CREDIT CAN BE USED UNTIL THE 90 DAYS IS OVER.

AFTER 90 DAYS, CREDITS CAN BE USED FOR ANY INVOICE AMOUNT.
SHOULD THE DEALER LEAVE DYNAMARK DURING THE FOLLOWING YEARS, THE CREDITS USED WILL BE REFUNDED TO DYNAMARK:

1ST YEAR – 100% OF CREDIT USED\$
2ND YEAR – 75% OF CREDIT USED\$
3RD YEAR – 50% OF CREDIT USED



SUPPLIERS

New Gallagher software feature enables COVID-19 contact tracing

By Ginger Hill

RIVERSIDE, Mo.—Gallagher, a global security technology manufacturer, recently developed the innovative Proximity and Contact Tracing Report that utilizes access control and draws on Gallagher Command Centre's reporting capability.

All about the new tracing report

This tool enables end users to quickly and accurately identify areas or zones where an employee with confirmed or suspected COVID-19, or any illness, has been on site. It is also designed to identify other employees who have been in affected areas or zones during a specific period, as they would be at a greater risk for coming into contact with an illness.

"If a person was identified as having a contagious illness, such as COVID-19, the operator can enter

specific information—including the origin cardholder [the person identified as being a health risk] and the dates where there was a risk of exposure—into the utility to quickly and easily produce report listing all other cardholders who shared an area with the contagious cardholder," Scott Elliott, Gallagher's vice president for the Americas, explained to Security Systems News.



Scott Elliott

Once an area or zone is identified, action must be taken to ensure safety for all. This new report empowers businesses to make the best decisions possible backed by data.

"The Proximity and Contact Tracing Report provides organizations with the data they need

to proactively inform 'exposed' cardholders of the risk, allowing them to take action, seek testing and minimize spread of the virus [referring to COVID-19],"

Elliott said. "For each cardholder, the report provides information on the shared access zone, the layer of contact—such as whether they were likely to have been in direct contact or indirect via another cardholder—and the length of time the cardholders were in the same area."

Based on shared access zone data, greater insight is provided into the risk to each cardholder and can help shape the level of action necessary to mitigate the health risk.

"The report can also identify

those cardholders who did not share an area with the infected cardholder, therefore ruling out exposure concerns and allowing those employees to continue to operate safely," added Elliott.

A standard feature offered in Gallagher Command Centre is Broadcast Notifications, enabling security personnel to communicate simple and quickly with multiple people. After all, when a security incident occurs, time is of the essence along with clear, simple communicated notices, warnings and instructions.

"In a situation where employees were identified as being at risk of exposure to a virus," Elliott said, "Broadcast Notifications could be used to send an email, SMS message or notification via Gallagher's Mobile Connect App to inform them [employees] of the risk or ask them to report to a manager."

Cybersecurity built-in from the get-go

Certainly, as cyber and physical security continue to merge,

GALLAGHER see page 22

BRIEFS

Connected Technologies and Digital Watchdog partner

MONUMENT, Colo.—Connected Technologies LLC, provider of a cloud-hosted security management platform, and Digital Watchdog (DW), provider of digital recorders, surveillance cameras and video management software, have unveiled new integrations between DW Spectrum and Connect ONE that provide deeper reporting and management controls for dealers and their customers.

Connect ONE and DW Spectrum integrate natively through software to receive or trigger notifications or events without system configuration such as opening a vulnerable in-bound port on the end-user's network, port forwarding or connecting to the user's IP address. With the expanded integration, dealers can add new feature sets, events and notifications gathered from DW Spectrum's VMS, NVR or surveillance cameras for viewing and control on the Connect ONE, all-in-one interface.

"Connect ONE is focused on expanding the possibilities for integrated systems for our dealer-customers," Dan Simon, co-founder and managing partner, Connected Technologies, said in the announcement. "This integration gives dealers the ability to provide more value in their managed services offerings through Connect ONE."

HID Global introduces WorkforceID cloud platform

AUSTIN, Texas—HID Global announced its new WorkforceID platform that enables a seamless, effortless experience when using identity credentials to access physical and digital workplaces at an office, in the field or on the road.

The new ISO27001-certified identity cloud service platform simplifies how employees access what they need to do their jobs, while solving workplace and visitor security, regulatory compliance and a variety of new business challenges as employees are returning to work.

"WorkforceID solves many of today's identity management challenges and will also offer unique services to address evolving and specialized work environments, from expediting hospital visits and healthcare worker onboarding to accelerating workplace security audits," Brad Jarvis, vice president and managing director of the Identity & Access Management Solutions (IAMS) with HID Global, said in the announcement.

"We will continue to launch exciting new applications with our WorkforceID platform that will support a growing family of trusted identity solutions for workplaces."

NEXKEY

Continued from page 1

three to four hardware components—the reader on the outside, electronic door hardware in the frame, a door controller, a panel—all of which needs to get wired up," Trabold said. "At the end, it costs a lot of money. All the hardware together can cost approximately \$1,200 and the install itself \$600 to \$800, totally two-grand per door."

The engineers asked themselves, 'is there a way we can leverage mechanical locks out there, since every door has a mechanical lock, and turn it into a smart lock?' And, of course, the resounding answer was 'yes.'

It was at this time Trabold actually met the team who needed a CEO to bring their products to market.

"I have an engineering background and I started my career as a sales engineer because I always found it more interesting to get people excited about technology than building it," Trabold said, mentioning that he has worn many hats building up to his NexKey career including sales manager, sales director, VP of sales and even dipping his toe into the start-up world with his very own consumer hardware

startup. "When I met the NexKey team, I realized that I have good experience with go-to-market and hardware install experience, and I can really build something here."

The first product the team brought to the market was the NexKey Core, a smart cylinder that can be added into any type of mechanical lock that can be installed in two to five minutes. "Then, two minutes later, the lock is mobile credentialed," Trabold added.

Once the Core went out to customers to try, positive feedback included that installation was easy and the cost was very effective in comparison to similar products. However, customers asked the NexKey team for more. They wanted a solution for a door that already had a card reader and an electric strike that could be controlled within the NexKey app. Hence, the NexKey Controller, a door controller and panel, all in one, was invented.

"Just plug it [NexKey Controller] into a regular power outlet near the door and connect two wires to the electric door hardware and you've got control with the NexKey app," explained Trabold.

Toward the end of 2018,

NEXKEY see page 20

BriefCam unveils new capabilities to help prevent the spread of COVID-19

By SSN Staff

BOSTON—BriefCam, a provider of video content analytics and VIDEO SYNOPSIS solutions, announced significant new capabilities to its product portfolio with v5.6.1 of its video content analytics platform.

The new capabilities will help to prevent the spread of COVID-19 and support the safe and responsible re-opening across the globe.

"Our video analytics platform has greatly expanded in its ability to offer new use cases for accelerating video investigations over the last year," said Tomer Saar, BriefCam VP, Product. "During this pandemic we are proud to be able to offer organizations and businesses the critical tools through our proximity identification, face mask detection and occupancy controller capabilities to help them reopen their organizations and places of businesses while protecting their employees and customers."

New features available in v5.6.1 include:

- Proximity Identification: For effective contact

tracing and enforcing social distancing, v5.6.1 offers the ability to forensically review video to identify individuals who were in proximity to another individual for a determined duration of time, and to combine with Face Recognition and Appearance Similarity capabilities to determine if a person has been in contact with COVID-19 infected individuals. This enables users to quantify the proximity of people across time and location, compare across days and correlate with external data sources to ensure compliance with social distancing mandates.

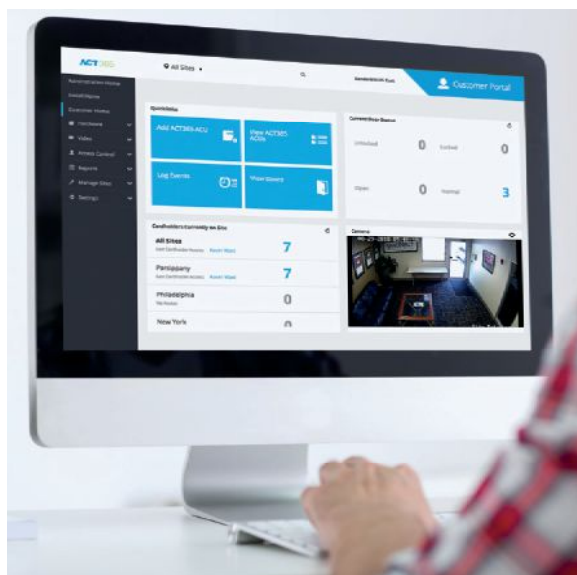
- Face Mask Detection: Provides the ability to search for people with or without a face mask, as well as detect and alert on face mask violations in real-time.

- Occupancy Controller: Enables users to maintain building occupancy requirements by setting rules to count people as they enter and exit a premises across multiple cameras and entry and exit points. When the threshold is met, an alert can be sent to access control solutions,

BRIEFCAM see page 22

VANDERBILT

Supporting customers
on every step of
the journey



ACCESS
CONTROL



VIDEO
MANAGEMENT



WORKFLOW
INTEGRATION

an ACRE[®]
brand

vanderbiltindustries.com

 @VanderbiltInd

 Vanderbilt Industries

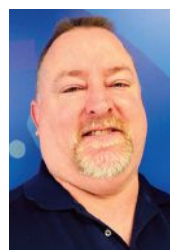
Celebrating 20 years in business

VIVOTEK's success revolves around an open platform, trust and commitment

By Ginger Hill

SAN JOSE, Calif.—Stories of security companies and their longevity demonstrate the stability of the industry as well as offer golden nuggets of usable information for start-ups and younger companies to do the same. Celebrating 20 years, VIVOTEK, a company focused on global IP security surveillance, demonstrates such a story.

Founded in 2000 and establishing its headquarters in Taiwan, the founders foresaw the rise of the Internet and Internet protocol (IP) in addition to their importance in networking. This led to the company's primary focus of multimedia communications concentrated on IP surveillance. And, with a name like VIVOTEK, branded in all capital letters with three syllables put together, one can't help but wonder what it all means.



Alan Green

"The VIVOTEK brand name is composed of three words," Alan Green, director of sales, North America, VIVOTEK, told Security Systems News. "VI' represents video; 'VO' represents voice; and 'TEK' represents technology."

A historical perspective

Twenty years ago, and in terms of video, the security industry was in the early stages transitioning from analog video to digital technologies.

"Early DVRs were really analog multiplexers in disguise or PCs with video capture boards," Green explained.

Back then, legacy camera manufacturers were producing and bringing to market analog cameras, but along came the idea to start using IT networks to drive the image resolution up while lowering cost of deployment.

"It wasn't until the advent of new IP from the ground-up companies, like VIVOTEK, came into the market that some of the visions started to be realized," said Green. "Not being tied to a legacy analog camera base allowed us to be nimbler and more creative in what we designed and built."

During the past 20 years, VIVOTEK has remained dedicated to the industry in many ways, one of which is embracing adaptability through challenging times.

"2014 was the year that Chinese manufacturers entered the U.S. market and redefined for everyone what price points would look like as the race to the bottom commenced," Green explained. "For VIVOTEK, it caused us to re-evaluate our position in the market and adjust our go-to-market strategy. It forced us to look beyond the camera, which had become a commodity in some respects, and decide how we could become a better solution provider."

VIVOTEK decided to focus more on what the system integrator really needed from them as a manufacturer, "rather than just worry about what camera we were running on special in a distributor branch," noted Green.

This led to VIVOTEK offering a full suite of products and solutions while remaining an open platform.

In addition to challenges are, of course, the success stories along the way. When asked to look back on all the company's successes and choose his favorite, Green responded: "I think the easy answer is growing from a start-up and lasting 20 years in a very volatile industry, to becoming one of the top global surveillance companies today." This is reflected in fact that VIVOTEK does business in more than 116 countries with offices in Taiwan, North America, Europe, India, the Middle East, Latin America and Japan.

A unique success story was when VIVOTEK and their solutions became a part of the global news story surrounding the Chilean Miners Rescue back in 2010.

"Our venerable FD8164 was lowered down into the mine to see if the miners were still alive and then used further to survey their conditions while providing video feeds to the media and the world."

Today, the demand on video is still higher resolutions and better compressions for storage and transmission options; however, AI and analytics at the edge has been added to the laundry list of wants.

"As a true OEM, VIVOTEK is helping drive the industry forward for not only surveillance needs, but also in the categories of business

intelligence and building automation," Green said, noting yet another example in which the company embraces adaptability in a changing business environment.

Management philosophy, secret sauce and advice

On the daily, VIVOTEK's management philosophy of maintaining integrity, care, innovation and accountability is brought to life for employees, partners and customers.

"By working collaboratively with our partners and customers to modify our products to meet their specific needs, we continually bring innovation to life," said Green. "As an OEM, we are accountable for making that innovation work, since it is our name on our own product, not someone else's."

Focusing specifically on integrity and care, Green said that these virtues have never been more evident than in this challenging time [referring to COVID and the pandemic at hand]. He particularly noted the effort put forth as a company to try and strike the right business balance between the needs of their customers and those of their employees and their families.

"I am proud of the way that VIVOTEK has responded during this global pandemic, and while it has been challenging, we have managed to continue our business operations while placing the safety of our employees first."

VIVOTEK's management philosophy plays right into the company's "secret sauce" to their 20 years of success.

"TRUST is the first thing that comes along with long-term business success," Green noted, based on VIVOTEK's 20-year experience in the security market. "During the 20 years, we have been sharing a high standard of culture and moral norms with the companies that work with us and also the end users that are protected by our security systems."

Another thread running through VIVOTEK's secret sauce is commitment, specifically to building an ecosystem of co-operation and trust among partners.

"To fulfill our strategic footprint, the

company has grown into a global organization of 1,000 'VIVOTEKers,' who collectively provide solutions that can be found around the world," Green said.

To further build trust, in 2000, the company established its AI R&D center to develop technologies to help further reduce false alarms and improve business efficiency and intelligence for end users.

For companies just starting out in the industry or for those companies who have been in business for five years or less, Green advised and emphasized embracing truth and continued evolution.

"Be true to yourself and never stop looking in the mirror to self-evaluate both you and your company," offered Green. "It is easy to get caught up in the minutia and urgency of the minute, both of which can create demanding distractions to reaching your goals."

VIVOTEK has grown into a large, multi-million-dollar, global company; however, they have successfully maintained confidence, trust and reliability, in addition to the tenants of their management philosophy, toward partners, end users, employees and all others the company interacts with.

"At its core is a great group of friendly, caring and talented people," Green said. "I know many companies and managers will say that about their own, but I've also worked for other companies where I couldn't say the same. I'm happy and proud to be a part of this team and its extended international family."

While embracing its past, VIVOTEK looks forward to the next 20 years.

"Together with the team of people we have in North America, I look forward to helping guide the conversation both inside and outside of the company in this exciting time of change," concluded Green.

Key Takeaways

- Be knowledgeable about the present, but always look to the future and determine how you and your company can stay relevant based on technological changes and innovation.
- Company names are important and helps with branding when it tells a story or has a particular meaning.
- Don't be afraid of change, modifications, or going in a completely different direction if that's what it takes to continue serving your partners, customers and end users.
- Take challenges and turn them into learning experiences with positive outcomes.
- Celebrate successes along the way and always help others when you can.
- Trust is one key to success. **SSN**

NEXKEY

Continued from page 18

early 2019, NexKey began selling their Core and Controller.

"Within six months, we had 5,000 users on the NexKey app and several hundred customers," Trabold happily reminisced. "At that point, we raised more funding and announced this in June 2019."

As more and more people started using the platform, Trabold said that the team recognized that approximately 40 percent of the time, end users connected the NexKey Controller to an electric strike. Digging deeper into market share of different electronic door hardware, the team learned that electric strikes are approximately 25 percent of the

overall market in the United States. This prompted NexKey to work on their next product, which was introduced to the market yesterday.

"NexKey Solo is the world's first wireless, battery powered door strike," Trabold said, noting that it connects to NexKey's cloud service through a user's mobile device. "The only thing an installer has to do is make a cut-out in the door, no wires needed, put the Solo into the cut-out, creating the same experience end users have with an electronic door strike. In fact, integrators will need more time to find a parking space and unload their truck that it will to install our products!"

At a price point of \$499 plus \$9/door to access NexKey's cloud service and professional installation from

\$120 to \$200, total cost per door equals about one-third that of a traditional access system, according to NexKey's announcement.

With such an affordable price point and easy installation, Trabold said that installers have been purchasing a few to keep in their trucks. When a customer asks for a solution, the installer doesn't have to write a quote or come back next week. He or she simply walks out to their truck, gets the NexKey product and completes the install then and there.

When creating products, NexKey always has two things on their minds, which is reflected in the fact that they are a team of engineers and not seasoned security professionals.

"Because we really don't have a security industry background, per se, we always

think about the user experience and the experience installers have with products so we took a fresh look being 'outsiders,'" Trabold explained. "Users spend a lot of money on solutions and sometimes they don't have a good experience, and installers spend a lot of time deploying product and only installing for a single door. That is the background for all our products."

Trabold gave an example of a customer, a security installer, who installed/outfitted 33 private office doors using NexKey products in one day. The installer reported back to NexKey that before, he could only do four to six doors in one day and now, he just did 33 in one day. He told them, "this is awesome," which Trabold told SSN — "that's what makes us happy." **SSN**

PRODUCT SPOTLIGHT

NVRs/DVRs



Editor's note: The companies listed in this special section submitted product information in response to a call for products for this month's feature. *Security Systems News* is not responsible for the accuracy of the content in the product descriptions.



TRENDnet

16-CHANNEL H.265 1080P HD POE+ NVR

- Standalone 16-channel HD PoE+ network video recorder
- Supports a 4K camera channel
- One month of continuous 1080p HD video recording

www.trendnet.com

Verint

VERINT EDGEVR 300

- Built with an innovative and powerful H.264 video compression engine
- Provides superior video quality at significantly lower bit rates, reducing storage and bandwidth requirements
- Available with a hybrid analog/IP video option and can support up to 64 IP and analog video cameras

www.verint.com



Bosch Security and Safety Systems

DIVAR IP ALL-IN-ONE 5000

- Combines recording and video management for a complete, ready-to-use video recording system
- Comes fully functional with the Bosch Video Management System and the ability to integrate with third-party cameras
- Eliminates the need for a separate NVR service and storage hardware to reduce costs

www.boschsecurity.com



LILIN

NVR5416

- 16 Channel H.264 / H.265 network camera input
- Up to 4K H.264 / H.265 network camera support
- HDMI 2.0 4K 60P / VGA 1080P output

www.lilintil.com



Digital Watchdog

VMAX

- VMAX IP Plus easy to use PoE HD NVRs allow you to go from power up to monitoring in less than three minutes
- VMAX A1 Plus DVRs support ultra high definition to unlock hidden ROI in coaxial infrastructure
- Free C3 CMS and event server software make it easy to manage your VMAX systems remotely

www.digital-watchdog.com



Hikvision USA

HIKVISION DS-73XXHUI-K4 SERIES DVR (8, 16 OR 32 CHANNEL)

- Up to 8 MP (4K) resolution for UHD recording & display, high performance, fully-loaded DVR with extra capacity for larger projects
- Long distance transmission over UTP and coaxial cable: maximum of 800 m for 1080p and 1,200 m for 720p HD-TVI signal
- Latest video compression (H.265 Pro+), up to 12 MP IPC connectivity, supports POS interface, and HDD RAID configuration capable

www.hikvision.com



VIVOTEK

NS9521 H.265 DESKTOP NVR STATION

- 32-channel support (expandable up to 64 channels through licensing)
- VAST 2 hardware/software
- Smart VCA: AI powered video analytics

www.vivotek.com



3XLOGIC

VIGIL V5000- AND V7000-SERVERS

- Fully-integrated intelligent video appliances pre-configured with 3xLOGIC VIGIL VMS software
- High-performance servers a cost-effective, flexible solution
- Addresses current needs and scales to meet tomorrow's demands

www.3xlogic.com



Next Month:

Biometrics

www.securitysystemsnews.com



Creating the future of smart building control

Choose 2N, a global leader in the field of security, access control and communication systems within buildings. We develop products and solutions that reflect the latest trends in digitization and building automation to meet the demands for new services in commercial and residential markets.

- Open IP intercoms and answering units
- High-quality video and sound without ambient noise
- Easy connection via PoE or Wi-Fi
- Elegant, award-winning design with intuitive controls
- Integration with building systems
- Remote monitoring, management and entry control
- My2N Cloud services

800 444-2947

www.axis.com

www.2nusa.com

Axis Communications distributes and supports 2N products and solutions in the US and Canada.

AVANTGUARD

Continued from page 10

processes, which help reduce false alarms;

- Communications with Public Service Answering Points, such as the Emergency 911 centers;
- Electronic communications equipment, including cellular, radio and internet communications systems;
- Codes and standards of

Underwriters Laboratories, Factory Mutual, the National Fire Protection Association and others; and

- Emergency preparedness under a wide scenario of possibilities.

Of the 2,700 monitoring centers in the United States, less than 200 have achieved the Five Diamond designation. AvantGuard is proud to be part of such a prestigious group, and will continue to seek opportunities to provide only the best service to its dealers and customers. **SSN**

BRIEFCAM

Continued from page 18

security staff, VMS, or any other destination. Users can understand occupancy detail over time and location through business intelligence dashboards and prove compliance. The new innovation available in BriefCam v5.6.1 complements the existing analytic capabilities that support additional public health use cases

for identifying crowding hotspots and enforcing building or space sanitization practices with a unique combination of people counting, heatmap visual layers, line crossing and real-time alerting.

BriefCam v5.6.1 will be generally available in June 2020. Proximity Identification with real-time alerting as well as Face Mask Detection analysis and trending capabilities is planned for August 2020. **SSN**

GALLAGHER

Continued from page 18

so do threats of system breaches and gaining access to personal identifiable information (PII). Gallagher understands potential reputational damage, disruptions and data loss that cyber threats pose to organizations, therefore, implementing security strategies and actions during development of the new Proximity and Contact Tracing Report.

"We have a strong focus on the security of security, with full ownership over the entire manufacturing and development processes, and a security review program that includes internal and external penetration testing to ensure systems are hardened and secure," emphasized Elliott. "The review program covers Gallagher's software code, databases, firmware and hardware, mitigating risk to ensure personally identifiable information is not compromised."

What else is going on at Gallagher

Even during a crisis such as the current pandemic, security companies continue

to innovate and produce solutions the not only resonate with end users and integrators, but provide value, which is necessary to a successful deployment and continuation of use of any product or service.

"Now, more than ever, it's vital for businesses to be innovative and agile," said Kelly. "We're incredibly proud of the work our teams are doing during this crisis."

Elliott told SSN that Gallagher is working on a number of exciting new developments, referencing their mobile credential and visitor management system that will soon be able to issue mobile credentials to visitors.

"We're extending our mobile credential solution to include a Digital ID, basically transferring the Photo ID normally displayed on a physical card into the digital world," mentioned Elliott. "Mobile credential holders can display their mobile app to verify their identity or access other systems, like photocopiers, using a barcode display on the ID. The digital card can be issued or revoked remotely, is delivered automatically to the phone and is always live." **SSN**

MARKETPLACE

Your Fire, Security, Integration Company is WORTH MORE THAN YOU THINK!

Sell Your Company or Accounts Now

We have qualified buyers
ready to purchase your
Security, Fire, Integration
business and/or accounts.



CALL RORY RUSSELL'S
CELL AT 1-800-354-3863
AND GET A COMPLETE
BUSINESS VALUATION

Our Most Recent Transactions (over \$25 million):

Orlando, FL	\$11 Million	Pending:	
Clifton, NJ	\$1.8 Million	Edison, NJ	\$10 Million
Boston, MA	\$1 Million	Fort Pierce, FL	\$2.8 Million
Los Angeles, CA	\$10.4 Million	Ft Meyers, FL	\$5.5 Million



Information, Testimonials, Videos and an Informative
eBook available at www.afsSMARTfunding.com

QUOTED

NAME	COMPANY	PAGE
Elliott, Scott	Gallagher Security	18
Fulmer, Keith	Video Mount Products	23
MCutcheon, Chrissy	Security By Design	3
Peterson, Chris	Vector Firm	9
Purpura, Tim	Morse Watchman	3
Simoni, Len	B Safe Alarms	3
Stewart, J. Kelly	Newcastle Consulting, LLC	3
Trabold, Eric	NexKey, Inc.	1
Valentine, Joseph	BIDCO Acquisitions & Divestitures	3
Vincent, Matthew	Smart Solutions, LLC	14
Voll, Jake	SS&Si Dealer Network	14
Voll, Mary Pat	Board Certified Nurse Practitioner	1

ADVERTISER INDEX

COMPANY	PAGE	WEB ADDRESS
Acquisition & Funding Services	22	www.afssmartfunding.com
Affiliated Monitoring	5	www.affiliated.com
AvantGuard Monitoring Centers	12-13	www.agmonitoring.com
Axis Communications	21	www.2nusa.com
Digital Monitoring Products	CW	www.dmp.com
Dynamark Monitoring	17	www.dynamarkpartner.com/ssn
Hikvision	9	www.hikvision.com
Inovonics	15	www.inovonics.com
Napco Security	2, 24	www.starlinklte.com
National Monitoring Center	7	www.nmccentral.com
Security Central	11	www.security-central.com
Vanderbilt Industries	19	www.vanderbiltindustries.com

Periodicals Postage Rates paid at Yarmouth, ME and additional mailing office. Security Systems News ISSN 15280519) is published monthly by The VGM Group, d/b/a United Publications, 106 Lafayette St., P.O. Box 995, Yarmouth, ME 04096; 207-846-0600. Publisher assumes no responsibility for unsolicited material or prices quoted in the magazine. Contributors are responsible for proprietary classified information. © 2019 by The VGM Group, d/b/a United Publications. All rights reserved. Reproduction, in whole or in part, without written permission of the publisher is expressly prohibited. Reprints may be obtained from The YGS Group at 717-505-9701, Ext. 100. Back issues, when available, cost \$7 each within the past 12 months, \$12 each prior to the past 12 months. Back orders must be paid in advance either by check or charged to American Express, Visa or Master Card. Security Systems News is distributed without charge in North America to qualified professionals in the security industry. Paid print subscriptions to those not qualified cost \$65 annually to the United States and Canada and \$150 to all other countries. All payments must be made in U.S. funds drawn on a U.S. bank. For subscriber services, including subscription information, please call 800-553-8878. Postmaster: Send address changes to Security Systems News, PO Box 1888, Cedar Rapids IA 52406-1888.

SSN SNAPSHOT

PEOPLE NEWS



Guy Pas has joined **SightLogix** as regional director for Europe, the Middle East and Africa (EMEA) to direct sales of SightLogix' smart thermal camera products throughout the region.

"Guy is an excellent communicator and problem solver with an energetic and customer-centric approach to business that makes him a valuable advisor to customers at the highest level," Charles Platipodis, vice president of sales and marketing for SightLogix, said in the announcement. "He has a proven track



Guy Pas

record of building client and distributor/integrator relationships throughout Europe and the Middle East, and we are thrilled to welcome him to the team."

Pas is based in the Netherlands and brings 25 years of sales leadership in the deployment of thermal systems in EMEA. His depth of experience in bringing thermal analytic solutions to commercial and government customers will further SightLogix' expansion of critical site security solutions.

He also has a deep understanding of the concerns facing frontline security managers and global awareness of strategic challenges encountered by executives tasked to protect critical assets with practical, high-performance perimeter security solutions.

Arcules, a provider of integrated cloud-based security services, has appointed Michael Hygild as director of sales, EMEA, effective July 1, 2020.

The addition of Hygild to Arcules' leadership team will help to accelerate current company momentum and ignite its next phase of growth. In his new role, he will be responsible for leading strategic sales initiatives, including channel programs within Europe.

"Michael brings a wealth of knowledge, energy and experience to Arcules, including first-hand insight into the complexities and challenges our customers face in building the next evolution of video surveillance and security infrastructures," Nigel Waterton, chief

revenue officer, Arcules, said in the announcement. "As we expand, our sales organization, Michael's ability to go deep into markets, navigate executive and committee sales, and create exponential growth will be essential for the next phase of our expansion."

In his nearly 20 years of experience, Hygild has managed sales teams and general business operations in the video surveillance market, and played a pivotal role in expanding the adoption of IP cameras for a wide range of businesses.

"Arcules' ability to deliver cloud services that are simple, scalable and secure are unlike anything else in the industry," said Hygild. "As we continue to see more and more organizations embrace the cloud for its ease of usability and utmost reliability, I'm excited to be helping them experience the true potential of the cloud and address the changing needs of the modern business."



Michael Hygild

FIVE QUESTIONS



Did you know President of Video Mount Products (VMP), **Keith Fulmer**, can play the spoons? Yeah, neither did we! Learn more about Fulmer's family, trends he's seeing in the industry, his favorite books and more.

ARE YOU MARRIED? ANY KIDS? ANY PETS? Very happily married (2nd try) and we have three boys (28, 25 and 22). They couldn't be more different, except when they are together and then they are all the same – goofballs.

WHAT'S SOMETHING INTERESTING ABOUT YOU THAT YOUR COWORKERS MAY NOT KNOW? I grew up in a musical family and all I can play is the spoons (not bad though). I also write fun poems for family birthdays.

WHAT'S THE BEST WAY TO START THE DAY TO ENSURE IT IS SUCCESSFUL AND PRODUCTIVE? I always try to accomplish something before seven o'clock in the morning. It can be as simple as folding laundry or doing the dishes, but I always want to start the day with at least one accomplishment.

WHAT TRENDS ARE YOU CURRENTLY SEEING IN THE SECURITY INDUSTRY? We are seeing a blending of industries, especially AV, communications and security. These three disciplines work well together, and the installers and integrators that are embracing this "Cross-Platform" approach are enjoying growing success.

WHAT PODCAST, MOVIE OR BOOK WOULD YOU RECOMMEND TO OTHERS AND WHY? I haven't really embraced regular listening of podcasts. Not sure if it's because I'm a generation (or two) behind the curve or not, but I just haven't done very well in that space. Books and movies – my "go-tos" would be Daniel Coleman's "Emotional Intelligence" and John Wooden's "Wooden on Leadership." These are both great reads and amazingly insightful with regards to understanding the interaction of rational and emotional thought ... in Wooden's case, how to build a winning organization by maximizing potential. "Don't let what you cannot do, interfere with what you can do." One of my favorite quotes.

— Ginger Hill



Keith Fulmer

CALENDAR



Oct. 5-8 ISC West 2020. Held at the Sands Convention Center in Las Vegas, ISC West will feature a variety of exhibitors and host many security professionals. The conference features SIA educational sessions and the exhibition hall, which will be open from Oct. 6-8. For more information on the ISC West 2020 conference, visit www.iscwest.com.

Oct. 27-28: Securing New Ground (SNG), founded in 1996, is the executive conference of the Security Industry Association (SIA), including two days of intelligence sharing, education, analysis and networking. Held at the Grand Hyatt New York, the conference is attended by 250+ senior-level industry leaders and financial partners. Visit <https://sng.securityindustry.org>.

Nov. 18-19: ISC East 2020, held at the Javits Center in New York, will feature approximately 7,000 security and public safety professionals and representatives from more than 300 security brands. The event will also highlight new products, including video surveillance, access control, smart home technologies, IoT and unmanned security, and offer special events and education. For additional information about the show, visit www.isceast.com.

Dec. 9-11: 2020 Security Investor Conference, held at the InterContinental Barclay in New York, is Imperial Capital's 17th Annual connects the leading security focused companies with an audience of key investors and business leaders. Features 65 public and private companies to an audience of over 400 attendees. SIC provides investors access to senior management teams while they present their positioning and strategic growth plans to deliver the latest compelling security solutions across the Global Consumer, Enterprise and Government Markets. Surveillance, access control, smart home technologies, IoT and unmanned security, and offer special events and education. For additional information, visit www.imperialcapital-sic.com.

Jan. 6-9, 2021: The Consumer Electronic Show (CES), CES is the most influential tech event in the world — the proving ground for breakthrough technologies and global innovators. This is where the world's biggest brands do business and meet new partners, and the sharpest innovators hit the stage. Owned and produced by the Consumer Technology Association (CTA), CES features every aspect of the tech sector. Visit www.ces.tech

Paying Too Much to Upgrade Honeywell® Fire Accounts from POTS or 3G Radios?



Try StarLink Fire LTE Cell/IP Communicators

Here's Why They're The New Dealer's Choice:

- **Panel-Powered, Low current draw**

NO transformer, NO power supply, NO battery, NO extra conduit

- **Fastest Installation in Minutes on ALL 12V & 24V FACP's**

Quickest connection, 2 FACP- Connect Modular Jacks, Self-Supervised (NO extra module reqd.)

- **Preactivated for Fastest Connection**

Know they're working before going onsite

- **Works Better Every Time**

Dual Diversity Antennae & Signal Boost™ perform better in low-powered LTE networks. Works with any FACP, old & new, supports Contact ID or 4/2

- **Your Choice of Central Stations & Unlimited Signal Plans**

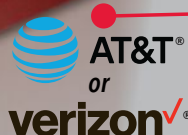
Avoid mandatory price increases & unplanned monthly charges

- **Largest Nationwide Coverage Footprint, AT&T & Verizon LTE**

- **About 1/4 the Cost of Honeywell Fire Radios**

\$59⁹⁵ net for StarLink Fire Dual Path - Saves \$170ea.

(\$159⁹⁵ - \$100 Tradeup incentive for POTS, 3G/CDMA Sunset Radios, & New Installations)



Compliances: NFPA 72 Editions: 2019, 2016, 2013, 2010, 2007; UL 864, 10th., UL1610, UL985, UL1023, NYCFD; CSFM; LAFD

StarLink Fire[®] LTE

Safeguard fire accounts from POTS & 3G/CDMA sunsets and protect your bottom line.

StarLink Fire Dual Path Communicators, in AT&T or Verizon LTE, in stock at a distributor near you.

For info & free enduser tradeup mailers call 1.800.645.9445 or email StarLink4Accounts@napcosecurity.com

StarLink, StarLink Fire™, Signal Boost™ are trademarks of Napco. Other marks trademarks of their respective cos. AT&T Model shown, #SLE-LTEAI-Fire. †For model compliance listings always consult tech docs & AHJ. Sugg. pricing quoted in USD with StarLink Tradeup Incentive Program™ - see full details www.napcosecurity.com/starlink/starlink4gupgrade.