SPECIFICALLY SPEAKING

Gale Moericke of Crux Technology *See page 3*

PRODUCT SPOTLIGHT

See latest in megapixel cameras *See page 21*

SECURITY SYSTEMS NEWS

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Eagle Eye Networks, cloud adoption, begins to soar

By Paul Ragusa

AUSTIN, Texas—*Security Systems News* caught up with top leadership from global cloud video surveillance pioneer Eagle Eye Networks, just ahead of the company's announcement of record Q1 2021 revenue growth, and greater than 85 percent year-over-year revenue growth in 2020.

Dean Drako

As Eagle Eye Networks Founder and CEO Dean Drako pointed out, the company "has passed the tipping point in the video surveillance industry's adoption of cloud video, as businesses of all types and sizes have realized the advantages of a true cloud solution."

Drako told SSN that even though the entire planet grinded to a halt this past year, Eagle Eye did manage to grow almost 100 percent in 2020.

"We were just shy of nearly doubling in size, and Q1 of 2021 we also had a record quarter in terms of sales," he said. "And it appears that the U.S. is coming out of the COVID doldrums, the lockdown, as our vaccination numbers get high and people get back to a much more normal life. I noticed traffic kicking back up in Austin to almost normal levels, so I think what we are seeing in this first quarter of 2021 is some of that pent-up demand releasing, and I do think we are going to see more of that trend as the year progresses."

Drako explained that the recent $40 million round of funding Eagle Eye secured with Accel has been a great boost to the company's growth. "Accel is one of the top three venture capital firms in the world, which is a huge vote of confidence as to where we are at," he said.

CYBERSECURITY-FIRST MENTALITY

One of the key drivers of the company's success is Drako's insistence on a cybersecurity-first mentality.

"Our customers have a lot

CLOUD *see page 25*

Security 101 names new dir. of operations

By Cory Harris

SAN FRANCISCO—Security 101 – San Francisco Bay Area has named seasoned commercial security leader Paul Newton as its new Director of Operations, leading the San Francisco Bay

101 *see page 16*

Cybersecurity: Tales from the "DarkSide"

By Cory Harris

YARMOUTH, Maine—Tales from the Darkside was a horror anthology series that aired in the 1980s. But what is going on today is not some made-up fiction, it is real life. And like the cult favorite show, and the cybercriminal group that references the show's title, it is downright scary. We just experienced the largest cyberattack against U.S. critical infrastructure in our nation's history.

I will say this again – the largest cyberattack against U.S. critical infrastructure in our nation's history!

This egregious ransomware attack on Colonial Pipeline, which operates the country's largest fuel pipeline – delivering an estimated 45 percent of fuel consumed on the East Coast – should be a wakeup call to the entire security industry, the corporate world, the federal government and the Biden

DARKSIDE *see page 14*

A focus on cyber after pipeline breach

By SSN Staff

WASHINGTON—On the heels of arguably the largest cyberattack against U.S. critical infrastructure in the country's history, President Biden on Wednesday signed an Executive Order to improve the

nation's cybersecurity and protect Federal Government networks.

The Executive Order was signed less than a week after the devastating ransomware attack by cybercriminal group DarkSide on Colonial Pipeline, which operates the country's largest fuel pipeline, delivering an estimated 45 percent of fuel consumed on the East Coast. Colonial Pipeline announced on Thursday, May 13, that it has resumed fuel delivery in a majority of the markets that it services.

According to a White House statement, the Executive Order "makes a significant contribution toward modernizing cybersecurity defenses by protecting federal networks, improving information-sharing between the U.S. government and the private sector on cyber issues, and strengthening the United States' ability to respond to incidents when they occur."

The White House also acknowledged recent cyberattacks on SolarWinds and Microsoft Exchange that led to the signing

CYBER *see page 15*

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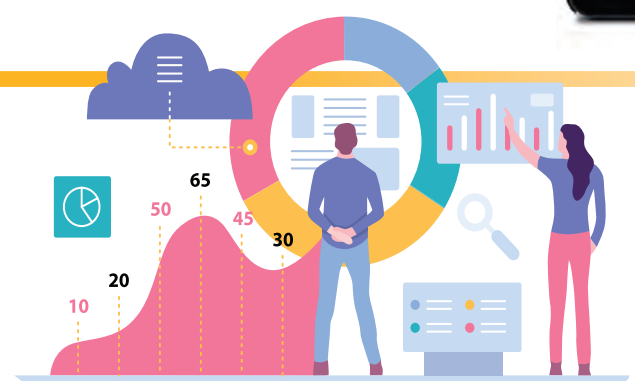

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NEWS

BRIEFS

SIA announces Women in Security Forum Scholarship

SILVER SPRING, Md.—The Security Industry Association (SIA) is now accepting applications for the 2021 SIA Women in Security Forum Scholarship, an initiative developed by the SIA Women in Security Forum. The 2021 program will offer multiple scholarships worth at least $3,000 each that SIA members and students can use toward professional development and education.

SIA's Women in Security Forum is a community open to all SIA members that works to promote, recruit and cultivate the leadership of women for a more inclusive and diversified industry. SIA created the Women in Security Forum Scholarship program in 2020 to further educational opportunities for the widest spectrum of people and empower all to join the SIA Women in Security Forum and thrive in the security industry.

"The SIA Women in Security Forum is proud to engage security professionals across the industry in support of a diverse, equitable and inclusive workforce," said Kasia Hanson, chair of the SIA Women in Security Forum. "Through the 2021 Women in Security Forum Scholarship program, we look forward to helping a new class of awardees achieve their educational and professional development goals and advance their careers in the security industry."

Former ESA president passes away at 73

DALLAS—Cecil Hogan, founder and president of Security Consultants, Inc. in Memphis, Tenn., and president of the Electronic Security Association (ESA) from 2002-2004, passed away on April 24, 2021. He was 73.

Hogan served 13 years on the ESA Executive Committee, and in 2004, he was awarded the industry's most prestigious award, the ESA Morris F. Weinstock Award, which recognized his lifetime of service to the electronic security and life safety industry. During his ESA presidency, Hogan, with the help of then-Security Industry Association (SIA) President Allen Fritz and then-Central Station Alarm Association (CSAA) President Mel Mahler, worked to re-establish a relationship between the three associations. Because of these efforts, ESA, SIA, and CSAA [renamed The Monitoring Association (TMA) since 2017] enjoy an affiliation that is beneficial not only to all three organizations, but the industry at large.

"We are deeply saddened by the loss of Cecil," said Merlin Guilbeau, executive director and CEO, ESA. "As a businessman, owning and operating a security company for almost 40 years, he leaves a legacy of kindness and generosity that the industry will greatly miss — but should also learn from and emulate."

Past ESA President and owner of Knox Integrated Systems, John Knox, remembered meeting Cecil for the first time at an industry trade show in Atlanta in the late 1980s.

"I can say if you ever had a chance to speak with Cecil, it is highly unlikely you would forget him," he recalled.

Mission 500 announces award winners

By Paul Ragusa

MIAMI, Fla.—Mission 500, a charitable non-profit organization engaging security professionals to assist families in crisis across the USA, has announced the winners of its annual Corporate Social Responsibility (CSR) and Humanitarian Awards. This year's recipients are ADI Global Distribution and Ken Gould, President of Ken Gould Consulting and Chairman of Mission 500, respectively.

ADI Global Distribution, recipient of Mission 500's 2020 CSR Award, supports a wide range of social causes aimed at assisting families and children across North America. ADI's CSR activities include companywide and localized grassroots efforts at its branch locations across North America to support their local communities. ADI incorporates philanthropic components to large company events, like its annual Sales Kickoff, and includes its team members, customers and suppliers in its social outreach.

More than doubling its contributions to Mission 500 in 2020, ADI raised over $93,200 through its 2021 virtual fundraising event to help assist children and families in need. As part of the efforts, team members across the company made donations to support the cause and ADI matched all employee contributions received. ADI also called upon its supplier partners to support the initiative with sponsorships at varying levels.

Additionally, various ADI CSR activities have made significant impact to local communities including one branch location collecting over 500 pounds of food during a companywide food drive. ADI CSR activities benefit numerous nonprofit organizations including food banks, women's shelters, homeless shelters and hospitals and support organizations such as Dolphin Children's House, Toy Mountain, Toys for Tots, Malverne Family Resource Centre, Toronto Community Housing, Starlight Foundation, Sick Kids Hospital, Feed Nova Scotia, Mission 500, and more.

MISSION 500 HUMANITARIAN AWARD

This year's recipient of the Mission 500 2020 Humanitarian Award is Ken Gould, President of Ken Gould Consulting and the current Chairman of Mission 500. With the cancellation of almost every live fundraising event in 2020, Ken's perseverance and dedication to sustain Mission 500's charitable efforts proved to be a lifeline for the organization and all those supporting it and those supported by it. Ken's ability to rally and inspire those around him combined with his personal efforts to engage supporters during this most difficult time resulted in highly successful fundraising activities and efforts. All this while Ken personally battled infection with the COVID19 virus and an ailing elderly parent.

Mission 500's Board of Directors and all of the organization's loyal supporters extend their sincerest gratitude to ADI and Ken Gould for their outstanding achievements and contributions to this organization, and all of the children and families who continue to benefit from their efforts.

For more information visit www.mission500.org. SSN

SPECIFICALLY SPEAKING

Gale Moericke

President,
Crux Technology and Security Solutions
Dallas, Texas

What's your title and role at Crux?

I am president and one of the co-founders of the company, where I perform in the roles of business development and of principal for some of our client relationships, in addition to executive management duties for Crux.

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

Our design expertise is in four areas:

- Physical security systems, including specialty systems like gunshot detection, vape detection, et.al.
- Premise distribution, including copper, fiber optic and wireless infrastructure.
- Audio-visual systems, everything from meeting rooms to performance halls
- Low voltage intelligent lighting.

Our consulting services cover the above areas plus RF communications like DAS systems and private LTE. Consulting includes assessments, master planning, project and program management, design reviews, construction site observations, etc.

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

Crux grew up in K12 but has expanded to serve commercial, higher ed, tribal/state/county/city governments. We are seeing more traction in federal government.

We were privileged to

SPEAKING *see page 6*

SMBs 37% likely to buy cybersecurity services

By Paul Ragusa

DALLAS—New research from Parks Associates shows that 37 percent of U.S. SMBs are likely to purchase cybersecurity services in the next six months.

"More than 50% of U.S. SMBs are concerned about the cybersecurity of employee's home networks," said Elizabeth Parks, President, Parks Associates. "Remote work, accelerated by COVID-19, is now a critical part of the connected home ecosystem, and with that comes multiple stakeholders, including SMBs that make up the vast majority of all business, and increased demand for services that will improve speeds, guarantee performance, and secure two-way communications between remote employees and their employers."

At Parks' CONNECTIONS conference in May, a session, "Supporting Remote Workers with a Smarter Home," featured a Visionary Insight with Nicole Zheng, Founder & CMO, Minim, and an Executive Spotlight exploring remote work demands featuring David Henry, SVP, Connected Home Products, NETGEAR.

"The future of the office is hybrid, with flexible options to work remotely and collaborate in person," said Nicole Zheng, CMO, Minim. "Employee sentiment is driving this trend, alongside increased office savings, productivity, and talent pool access. With this rapid shift, it's time to rethink workplace technology—most especially, connectivity and security solutions. If you need to be convinced, just ask Alexa when she's listening into your next confidential conference call from home."

Additional Parks Associates data:

- 51% of US SMBs report at least some of their employees work remotely.
- One in four SMBs are "very concerned" about effectively onboarding new hires.
- More than 40% of US broadband households with Wi-Fi home networks report problems, including coverage gaps, slow speeds, and connectivity issues.
- 35% of US broadband households experienced a data security problem in the past 12 months. SSN

ESX 2021 unveils education, speakers for June event

By Paul Ragusa

CHICAGO—The 2021 Electronic Security Expo (ESX), presented by Electronic Security Association (ESA), has released the full educational lineup for its upcoming Virtual Experience, which will take place online from June 15-17.

In addition to the Main Stage presentations and virtual networking opportunities, the three-day virtual event includes 24+ educational sessions across four tracks, designed specifically for security professionals.

"We're excited to bring our community together next month for best practice and idea sharing, anchored by a stellar speaker and session lineup," said ESX Chairman George De Marco. "Now more than ever, it is imperative for security professionals to take advantage of opportunities that drive growth and profitability, improve the customer experience, and prepare them for the future. ESX is focused on providing the best possible program for our community and we're confident that they'll walk away energized and inspired ready to take on today's changing competitive landscape."

In keeping with the event's theme, "Security Inspired," sessions will touch on new technologies and services that empower you and your team to grow your business and remain competitive. Attendees who are looking to address a specific business challenge or opportunity can look to the Solution Sets – a collection of sessions that are tailor-made to deliver relevant insights and actionable guidance that take your business to the next level, including:

- Sales Growth
- Video Monitoring
- The Future Is Now
- Customer Experience
- Employee Focus
- Financial Performance
- Process Optimization

The ESX 2021 Virtual Experience program includes more than 46 speakers representing the entire electronic security and life safety ecosystem from leading companies, such as Alarm.com, ADT, Bosch Security and Safety Systems, CPI, Loud Security, Rapid Response Monitoring Services, Ring, Stanley Security, and many more.

SPEAKERS

ESX will feature inspirational and industry expert speakers, including Ryan Estis and John Mack, delivering insightful presentations on the Main Stage.

Ryan Estis is an expert on leading organizations through change and enhancing business performance. For almost two decades, Estis has helped companies connect with employees and customers as an ad agency executive and Fortune 500 Chief Strategy Officer. As the Opening Keynote speaker on June 15th, Estis will deliver a thought-provoking presentation entitled "Adapt and Thrive." He will discuss how to prosper in an increasingly connected, competitive business environment.

John Mack is Executive Vice President, Co-Head of Investment Banking and Head of Mergers and Acquisitions at Imperial Capital. For the General Session on June 16th, Mack will present, "The Business of Security: Industry Trends, Threats and Opportunities," providing valuable insights on where the electronic security and life safety industry is heading. His industry acumen will equip attendees with the knowledge on how to stay competitive and relevant in the business of security.

"These renowned leaders will provide a fresh perspective on the future of business," said De Marco. "ESX looks forward to bringing together these thought leaders to share their expertise about how to navigate today's competitive environment and pave a more prosperous road ahead."

For more information, visit esxweb.com. SSN

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Nearly half of readers not ready for in-person shows

By Paul Ragusa

YARMOUTH, Maine—With trade-show season starting up again, including some of the industry's key conferences going with a hybrid format, this month's News Poll looks to gauge where readers are with traveling in the coming months and remainder of the year.

Many security professionals dipped their toes into conference travel by attending PSA TEC in Denver last week, and with ISC West – notably the industry's biggest trade show – coming up in July, the goal of this month's poll is to take the industry's temperature (no pun intended) on this important topic.

When asked, "Do you plan to attend or exhibit at any in-person shows in the Spring/Summer?" readers were split, with nearly half (47 percent) saying "no," and 41 percent saying "yes," with the remaining 12 percent saying, "maybe."

Security professionals seem much more willing to attend or exhibit at an in-person show in the Fall/Winter, with 50 percent saying they would travel during that time period, 34 percent saying, "maybe," and only 16 percent saying they would not travel for the remainder of 2021.

Looking at what factors are most important to their decision, the top three concerns are:

- Getting vaccinated/safety.
- Quality of show/networking available.
- Cost/investment.

READERS SOUND OFF

As was expected, participation in this month's News Poll was at a record high, with the SSN inbox filling up with comments that ran the gamut, and readers expressing their opinions on both sides of the in-person travel debate.

Many SSN readers seem eager to get back on the horse, with one reader commenting, "Stop the insanity. Get back to status quo," while others chimed in with comments including, "It's time," "I've been vaccinated" and "Let's go."

As one reader noted, "The economy and our business segment [are] ready to boom, and I believe a large step to enable this is to start returning to normal business and not everything virtual."

And still another added, "Get the shows open and let's move on with industry enrichment and growth!"

Other readers seem a bit leery, asking, "Where is the show? Can I drive or do I need to fly? Secondly, what are the restrictions where the event is being held regarding quarantine, etc." Another noted, "Unlikely to travel until 2022."

Not quite there, yet

While many are ready for in-person shows and travel, a more vocal group sent in comments as to why they are not quite on-board ... just yet.

SECURITY SYSTEMS NEWSPOLL

"Going to a show is for face-to-face contact and interaction with the people you know and the new people you can meet ... That is not possible under existing conditions," said one reader. "Bumping fists and not seeing the expressions on people's faces is not conducive to good networking."

"While my safety concerns are a factor, even if I feel comfortable attending, the major deciding factor will be for my company to begin permitting business travel and trade-show attendance. Spring/Summer is not approved. Fall/Winter do not know yet."

—News Poll respondent

Another added, "I won't attend any show until masks are not required, and people don't act like they're scared of everything and everyone."

Several readers noted the difficulty they foresee doing business on a show floor while social distancing and wearing a mask, in addition to a possible smaller show than in the past. "Not worth the investment since attendance won't be at full capacity," one reader said.

Others were even more adamant, with one reader noting, "Not worth the risk getting Covid! Still too early to have shows!" Another added, "Too much, too soon, and we'll be fighting another wave of infections."

THE ELEPHANT IN THE ROOM

One key element to all of this that many readers alluded to is cost and possible company restrictions, as travel is mostly company mandated.

"While my safety concerns are a factor, even if I feel comfortable attending, the major deciding factor will be for my company to begin permitting business travel and trade-show attendance," said one respondent.

Another added, "Depends if my company opens up travel approval for conferences. Spring/Summer is not approved. Fall/Winter do not know yet."

One company owner noted, "I have no intention of allowing any of my employees to travel to exhibits, trainings or conferences until it absolutely clear that the pandemic is behind us."

There were others who shared their opinions, unabashed, we shall say.

"With new Covid spikes, new Covid variants and people attending yet to be vaccinated from around the world, having an in-person show may not be prudent," said one respondent. "Moreover, numerous people and companies have told me they won't be attending." SSN

Specifically Speaking

Continued from page 3

work on some interesting projects, like

- The new headquarters building for the Choctaw Nation in Durant, OK
- The Choctaw Nation also built a new Cultural Center to protect precious records and heritage items
- The Tulsa Children's Museum Discovery Lab

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

My two business partners and I launched Crux as a startup in 2016, which brough me into the physical security arena for the first time. My background is in information security and IT leadership. Their backgrounds are wide ranging in physical security, so it's an interesting blend.

Crux is a special opportunity for me. After three and a half decades in information technology, including many years in executive leadership roles, I am excited to be on a new path. I bring to our team the perspectives of the facility owners and information technology practitioners we serve. Together with our Telcom, security and audio/visual systems designers, we strive to always see things from the client perspective. We cater to their unique, individual needs.

Serving people by creating safe, connected environments. That's a fun and fulfilling thing to go do every day.

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

We are very intrigued by the integration of all the currently disparate technology platforms used to secure and manage built environments. Intelligent buildings is taking on an entirely new dimension with the coming together of traditional building automation, physical security, intelligent lighting and such. It's about the controls' platforms and the human vision to see and manage environments differently.

"Physical security isn't important until it is. Sadly, it too often takes some sort of horrible event to remind people of why safety and security should be daily habits, enabled and assisted by technology. We have a crucial role to play."

—Gale Moericke, Crux

What is your view on the security industry moving forward?

Physical security isn't important until it is. Sadly, it too often takes some sort of horrible event to remind people of why safety and security should be daily habits, enabled and assisted by technology. We have a crucial role to play. We must create smarter technologies that continue to relieve the seemingly forever conflict between convenience and safety. We must not fall into the failure of imagination trap. SSN

—Paul Ragusa

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

security specifiers

PSA announces award winners at PSA TEC in Denver

By SSN Staff

WESTMINSTER, Colo.—PSA, the world's largest systems integrator consortium, and USAV, a division of PSA, today announced this year's award winners at TEC 2021 live at the Sheraton in Downtown Denver. The Superstar Vendor Achievement Award was awarded to Altronix for security and ALMO Professional A/V for AV.

"PSA and USAV would not be successful without our exemplary partners," said PSA CEO Matt Barnette. "Each year we survey our members to determine who the outstanding partners are and ensure the highest honors are given to those who deserve it."

The full list of winners is:

PSA Superstar Vendor Achievement: *Altronix*

USAV Superstar Vendor Achievement: *ALMO Professional A/V*

PSA Star Vendor Achievement: *ASSA ABLOY*

PSA Star Vendor Achievement: *Bosch Security*

PSA Star Vendor Achievement: *Hanwha Techwin*

PSA Star Vendor Achievement: *HID Global*

PSA Star Vendor Achievement: *LifeSafety Power*

PSA Star Vendor Achievement: *Security Lock Distributors*

PSA Star Vendor Achievement: *Windy City Wire*

PSA MSSP Star Vendor Achievement: *OpenEye*

USAV Star Vendor Achievement: *Legrand | AV*

USAV Star Vendor Achievement: *Sharp NEC Display Solutions*

USAV Star Vendor Achievement: *Shure Inc.*

PSA Customer Service Individual Excellence: *Beth Taylor, ScanSource*

PSA Customer Service Team Excellence: *Windy City Wire*

USAV Excellence in Service: *Liberty AV Solutions*

TEC 2021, held the week of May 3 – 6, included a live portion at the Sheraton Downtown in Denver, featuring a premier education and networking event for all professional systems integrators in the security and audio-visual markets. The in-person education will be focused on executive leadership while the virtual courses will cover a variety of learning tracks including cybersecurity, managed services, NexGen leadership, management, marketing and sales, operations, procurement and technical.

For more information about PSA and its partners, visit www.psasecurity.com. For more information about USAV and its partners, visit www.usavgroup.net.

PSA is the world's largest systems integrator consortium made up of the most progressive security and audio-visual systems integrators in North America. Combined, PSA members boast over 500 branch locations, employ over 13,500 industry professionals and are responsible for over $4.5 billion annually in security, fire, life safety and pro audio-visual installations. SSN

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40 UNDER 40

Security Systems News celebrates "40 under 40" Class of 2020

Jeremy Reich, 34

General Counsel
Unlimited Technology Inc.

JEREMY REICH'S daily responsibilities vary in his role as General Counsel for Unlimited Technology Inc.

As a member of the Nutley, N.J.-based company's executive leadership team, the 34-year-old Reich has provided practical business-minded guidance and advice at all levels of the organization since he joined the company in 2014.

"My day-to-day varies significantly based on the organization's priorities and needs," he explained. "While my responsibilities often include typical legal functions such as reviewing and negotiating vendor and customer agreements, my day usually involves touching most aspects of the business. Whether it be a human resources initiative or the day's operational challenge, I work with individuals at all levels of the organization to ensure we are driving toward our strategic objectives."

Reich noted that his initial draw to the security industry was less about the industry itself and more about the unique opportunity his role at Unlimited Technology afforded.

"Being able to meaningfully contribute to the organization's success on day one was very appealing to me," he said. "I soon came to realize that I had joined an industry filled with some of the most dedicated and hardworking individuals I have known working in concert to keep people and property safe."

PHYSICAL SECURITY AND IT

Reich pointed out that the most meaningful trend he sees in security today revolves around the convergence of traditional physical security and traditional IT.

"The risks the security industry protects against have expanded significantly to include much more than physical assets," he said. "In today's world, doors and windows are not the only access points for a would-be evildoer. Any asset on a company's network is now vulnerable to attack, which can often be far more damaging financially than a broken window. Security companies that are not taking a more holistic approach to security that includes a comprehensive understanding of IT and cyber-related risks are doing their clients a disservice."

One of the new security technologies that Reich is excited about comes from his own company, the Exero.

"Exero is a private cloud-based business intelligence tool that delivers data and insight from interconnected devices and other physical and networked environments through a user-friendly dashboard," he explained. "Exero offers real-time analysis and visualization from interconnected devices which provides decision makers with critical information needed to be proactive in a dynamic security environment. With Exero, a company can proactively assess the well-being of devices on its network regardless of whether those devices are traditional security devices like access control panels or cameras.

"With Exero, Unlimited Technology is often able to preempt security threats or shore up other network vulnerabilities before the end user is even aware a potential problem exists."

FLEXIBILITY AND CREATIVITY

As the war against COVID-19 continues, Reich pointed out that one of the most important keys to success both personally and in business during these unprecedented times is to remain flexible and think creatively.

"While this outlook holds true in most settings, it is even more critical in today's unpredictable environment," he said. "Each obstacle is an opportunity to create value. A primary goal of my job, individually, as well as the overarching mission of the security industry is to mitigate risk. In a time when risks to individuals and businesses seem to be at an all-time high, it is important to recognize that so too is the opportunity to bring technology-enabled solutions to our stakeholders which can help curb these potential perils. In the security industry, if you can problem-solve by thinking outside of the box, you have the power to improve people's lives and businesses for the better."

GREATER IT AND CYBER COMPETENCIES

In regard to security moving forward, Reich noted that the future of the industry will require greater IT and cyber competencies.

"Security companies whose approaches remain exclusively limited to the installation of card readers and cameras will play a smaller and smaller role in the industry going forward," he stated. "Physical security and cyber security are not mutually exclusive, and the industry will need to adopt this more holistic view to be successful now, but more so going forward. Fortunately, companies like Unlimited Technology recognize this reality and deploy tools like Exero to meet the market's growing needs."

Reich also looked ahead when proposed collaboration with other industries as a way to attract young, talented, diverse professionals to the security industry.

"I think one of the most important things companies can do to get more talented, diverse young people involved in the security industry is to be open to experiences from other industries," he said. "The security industry is expanding to include a broader array of technology enabled services and products which, in turn, makes a broader scope of backgrounds and experiences relevant. Individuals with perspectives from other industries can be a source for valuable quality talent." —*SSN Staff*

Ryan Searles, 37

Senior Consultant, Security Assessment and Protective Service
IMEG Corp.

RYAN SEARLES brings a vast array of security experience to his everyday role at IMEG Corp.

As Senior Consultant, Security Assessment and Protective Services at the Rock Island, Ill.-based company, Searles specializes in many different aspects of security consulting, including active shooter response training and workplace violence protection to make environments more safe and secure.

"I also provide vulnerability assessments, emergency action planning, policy and procedure development, and drills and rehearsals for organizations, as well as specialized consulting for high-risk terminations, proactive threat assessments, tabletop exercises, and business continuity planning," he added.

Searles, 37, has served at IMEG Corp. for a year and a half. Overall, he has more than 17 years of professional experience in "in-the-field" security, force protection, and risk management for multiple-jurisdictional responses at local, state, regional, and national levels.

This includes leading tactical teams of 90-plus in dynamic, fast-paced environments and possessing a comprehensive background in complex problem-solving and relationship building derived from conducting domestic and global operations across five continents.

In addition, Searles has managed enterprise-wide risk management programs to protect life and safety, critical infrastructure, property, and equipment.

"My time in the U.S. military and contracting for both the government and private entities overseas prepared and inspired me to join the security industry," Searles said. "Through this experience, I participated in maritime security and anti-piracy operations in the Indian Ocean, providing counterinsurgency and counterterrorism training, executive protection, diplomatic high-threat protection, and other security advising services. After nearly 12 years abroad, I returned home to provide similar services in the U.S."

TECHNOLOGY

Searles noted that the top trends in security today revolve around technology.

"It is always improving and changing, so staying on top of the latest technology on the market can help us do our jobs better; it's a full force multiplier," he said. "As new and different threats emerge in the future, we must change what we're doing as security professionals to adapt and protect the clients and organizations we work for, whether that's cyber, physical, or something else entirely."

When asked about the most exciting security technology in the industry today, Searles pointed to mass communication systems as a real difference-maker.

"I'm intrigued by the new and always-updating mass communication systems on the market and believe they can make a real difference in the way we provide protection," he explained. "Additionally, gunshot detection and software for proactive threat assessments (both for individuals and locations) are a promising new tool to eliminate human error and speed up response time to a crisis or security threat. Gunshot detection systems can tie into mass communication so that crisis management teams can be notified within seconds of the system being triggered. The ability to tie different technologies and early warning signs – whether a natural or man-made disaster – can make a significant difference in life safety and response to crisis."

CRISIS MANAGEMENT

During these unpredictable times as a result of the COVID-19 pandemic, Searles stressed the importance of companies adjusting their crisis management plan to cope with what is currently happening worldwide.

As security professionals, we have to be able to live in the gray area right now," he noted. "Our crisis management plans can't be just black and white; we need to be able to adjust our plans to what is happening in the world. No one had a pandemic in their plans a year and a half ago, but most companies in the U.S. have responded well and quickly because they were able to adjust and evolve their plans. Personally, I have presented many webinars for clients and been providing consulting on crisis management."

STAYING PROACTIVE

Searles noted that the security industry is moving from a reactive position to a proactive position.

"It's allowing us to respond in new ways," he said. "As always, we're constantly on our toes, but we must also be very familiar with new threats and how we counter them. Going forward, we must update our situational awareness of what's going on in the world and how different events can affect organizations and people."

As for the future generation of security professionals, Searles pointed out the evolution of training and how education should play a more critical role in order to get more talented, young people involved in the industry.

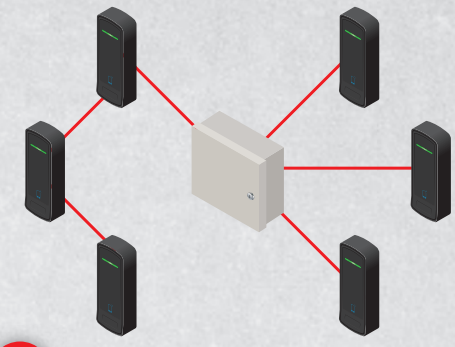
"Many of us in the industry responded or served overseas very quickly in the post-9/11 world of security, law enforcement, or military," he explained. "We learned from hands-on experience in intense settings with on-the-job training. Now, we need to focus more on educational programs and certifications for a wider range of opportunities within the security industry. Students can get degrees in criminal justice and specialize in homeland security, but we need more education paths for all different sectors to draw the interests of younger people into security." —*SSN Staff*

1 OSDP is a real global standard approved by the Security Industry Association (SIA) and International Electrotechnical Commission (IEC), open to use by any manufacturer.

2 OSDP provides a guideline for interoperability among various companies' access control and security products, such as card readers and door controllers.

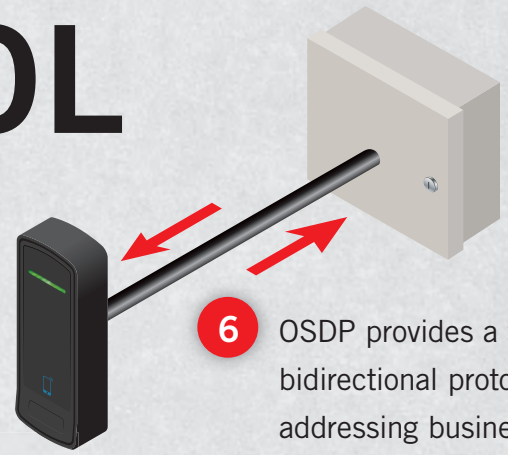
3 OSDP offers the option of encrypted communications between reader and door controller, independent of any encryption between credential and reader.

4 OSDP is built on the RS-485 serial transmission standard, needing just four conductors.



5 OSDP offers point-to-point and multi-drop topologies.

10 THINGS ACCESS CONTROL CUSTOMERS MUST KNOW ABOUT OSDP



6 OSDP provides a true bidirectional protocol, addressing business requirements for secured and confidential authenticated messaging.

7 OSDP is more cyber secure than the most common access control communications protocol.

8 OSDP provides secure communications by specifying FIPS-197 encryption (AES).

9 SIA provides a guide to find and explore verified OSDP products that meet its standards.

10 Farpointe Data is honored to be among the first three manufacturers to have earned the SIA's new OSDP Verified mark on its mobile, contactless smartcard and proximity solutions. Plus, these readers are fully potted and IP67-rated!

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Zach McDougall, 30

Operations Manager
Palmetto Security Systems

IT'S ALL relative for Zach McDougall.

McDougall is the operations manager at Palmetto Security Systems, a Hardeeville, S.C.-based home protection and business security systems company that he and his wife purchased from his father in April 2020.

The 30-year-old McDougall, whose father Marc started the company in 1999, began working for the family business in April 2013 as a residential sales rep and evolved into the operations manager in 2016.

"As an owner of the company, my day-to-day consists of managing employees, sales calls, project bidding and commercial installations," he told Security Systems News.

With his father being involved in the industry for more than 20 years, the younger McDougall explained that he was inspired to get into the security industry after bonding over topics discussed with his dad, such as evolving technology.

"The most impactful inspiration that I learned from my dad was that this industry allows you to not only be successful in doing something that you love, but you can also help protect your community in doing so," he noted.

DIY MARKET

When asked what the top trends are in today's security industry, McDougall immediately stressed the emergence of the do-it-yourself (DIY) market.

"I think the most common answer to this question is that the DIY market has exploded, and big-box stores will become the industry leaders in residential applications," he explained. "Our focus at Palmetto Security System is to provide top-notch service to the population that still believes in 'professional-quality' work. We also have geared our company toward commercial applications as you find that businesses utilize products that a big-box store simply cannot create into a DIY product."

ACCESS CONTROL SOFTWARE

McDougall believes that access control software utilizing analytics and smart phone integration is the "most promising" security technology on the market. "This technology is also becoming more price competitive allowing commercial companies of all sizes to protect their assets at a 'valuable' price," he said.

KEYS TO SUCCESS

As we continue the fight against COVID-19, McDougall cited a few keys to success in coping with the pandemic, both on a personal and professional level.

"The main keys to success during these times is to provide superior customer service, patience, and accuracy," he said. "A customer's time is more valuable than ever as the personal effect of the pandemic is unknown, so being patient and prompt with your service and installation is valuable."

MARKETING STRATEGY

Moving forward, McDougall believes that the future of the security industry rests on how successful businesses are in locating and marketing their clientele.

"I believe that there will always be enough clients that believe in the professional and local companies, but the correct strategy to finding and marketing to those clients will be the challenge," he explained. "I also believe that surveillance and access control will continue to become more affordable, allowing for all businesses to protect their assets and employees."

The security industry also must be forward-thinking, and not look back on the past, when recruiting more talented, diverse young people, according to McDougall.

"As the industry becomes more wireless and application-based programming, I believe that applications and interviews should be geared more toward the future of security rather than the past," he stated. "I think offering more IT-related services as a company will allow tech-savvy people to be groomed into security." *—SSN Staff*

Greg Thompson, 34

Director of Physical Security
Vantage Data Centers

GREG THOMPSON'S military upbringing has led to a mindset for security success.

The well-traveled Thompson, 34, currently serves as Director of Physical Security at Vantage Data Centers, a Denver-based company that powers, cools, protects and connects the technology of hyperscalers, cloud providers and large enterprises.

Thompson, who has worked at Vantage since September 2019, literally outlined his daily activities when asked to describe his responsibilities with the company:

a) Develop physical security program into a global program that encompasses all aspects of datacenter physical security, including design, construction, testing, daily operation and maintenance

b) Implement a complete staffing plan that covers hiring, training, oversight and compliance

c) Lead a multi-site team of supervisors and guards

d) Manage all aspects of customer safety requirements across all campuses, including IT/physical security interface

MILITARY BACKGROUND

Thompson, who works out of Vantage's Sterling, Va. campus, told Security Systems News that his military background led to his pursuit of a career in the security industry.

"I was raised in a military family and was fortunate enough to live internationally for most of my youth," he said. "A daily tenet of the military lifestyle overseas is to be vigilant and mindful of other people, cultures, and situations. That foundation of my upbringing shaped how my mind works, which has always gravitated towards situational awareness, safety, and security. At college, I double majored in Government & International Politics and Religion, with the goal of joining the military or Federal Bureau of Investigations after I graduated."

CYBER AND PHYSICAL SECURITY

Thompson noted that that the largest trend in security today is the convergence of cyber and physical security.

"Incident, threat, and vulnerability trends suggest a continuing of cross organizational attack vectors," he explained. "Traditional siloed functions are now utilizing the same corporate IT infrastructure, which means all security edge devices can now be exploited and attacked to get access to the network."

Another trend that Thompson outlined is an expansion of biometrics as a means for multi-operational necessities.

"My locations using facial recognition as a means for multi-factor authentication were able to adjust to the customer requirements faster, in the face of the COVID-19 pandemic, better than locations with fingerprint/keypad readers," he pointed out.

Thompson added that the proliferation, and affordability, of Physical Identity and Access Management (PIAM) solutions will continue to grow.

"These systems assist by effectively managing access requests based on an individual's identity and an organization's security policies," he said. "The reduction of the human element in access control can lead to more efficiency and reduced security violations."

INTELLIGENCE VIDEO ANALYTICS

One of the most exciting security technologies out there right now is intelligence video analytics, according to Thompson.

"Although not new, intelligence video analytics is becoming increasingly cost effective and more advanced," he noted. "AI built into edge devices allows for better utilization of cross-line detection, facial recognition, infrared and thermal imaging integration, etc. The ability to rely on improved AI-integrated technology provides more efficiency of a security officer's time and a clear stratification of nuisance alarms versus actual threats."

COVID IMPACT

With COVID-19 having a direct impact on the security industry, and life in general, Thompson noted that the key to success during these challenging times is "driven by a clear understanding of operational requirements and available resources."

"COVID has dramatically shifted standard operations, from staffing levels, engagement opportunities, to budgetary obligations," he explained." For example, many jurisdictions now require temperature screening before entering the secure part of the facility. Based on social distance requirements, available security officer staff, and budget, it was determined that standalone temperature screening system was needed, instead of hand-held scanners. These items can be very expensive. However, in speaking with the C-Suite, I was able to get funding for this, as it conveyed safety to our customers and employees."

On a personal level, Thompson added, "Maintaining balance is the most critical thing for these unpredictable times. Eating healthy, exercise, and defined periods for family and relaxing are requirements, not niceties."

SIGNIFICANT GROWTH AND CHANGE

Thompson predicted that the security industry will see "significant growth and change" over the next decade, as it relates to analytics-driven operations, IT convergence, and privacy-focused policies.

"The siloed nature of IT and physical security will continue to be altered, creating more interdependencies and synergies," he said.

A HOLISTIC ENTERPRISE

In order to recruit young, talented people, Thompson noted that the security industry should be advertised more as a holistic enterprise, rather than a subset of other fields, at the primary and university education level.

"The security industry is not advertised as an expansive career opportunity, which limits young people from considering or entering the field," he explained. "Professionalization of the industry will allow young professionals the awareness of its potential and the various career paths with it." *—SSN Staff*

Apollo Funds to acquire Verizon Media for $5B

By SSN Staff

NEW YORK—Verizon and Apollo Global Management, Inc. announced last week that Apollo Funds has entered into an agreement to acquire Verizon Media for $5 billion. Verizon will retain a 10 percent stake in the company, which will be known as Yahoo at the close of the transaction and continue to be led by CEO Guru Gowrappan.

"We are excited to be joining forces with Apollo," said Gowrappan in the announcement. "The past two quarters of double-digit growth have demonstrated our ability to transform our media ecosystem. With Apollo's sector expertise and strategic insight, Yahoo will be well positioned to capitalize on market opportunities, media and transaction experience and continue to grow our full stack digital advertising platform. This transition will help to accelerate our growth for the long- term success of the company."

Under the terms of the agreement, Verizon will receive $4.25 billion in cash, preferred interests of $750 million and retain a 10 percent stake in Verizon Media. The transaction includes the assets of Verizon Media, including its brands and businesses. The transaction is subject to satisfaction of certain closing conditions and expected to close in the second half of 2021.

One of the world's premier global technology and media companies, Verizon Media is comprised of iconic brands such as Yahoo and AOL, as well as leading ad tech and media platform businesses. The corporate carveout will allow Verizon Media to aggressively pursue growth areas and stands to benefit its employees, advertisers, publishing partners and nearly 900 million monthly active users worldwide.

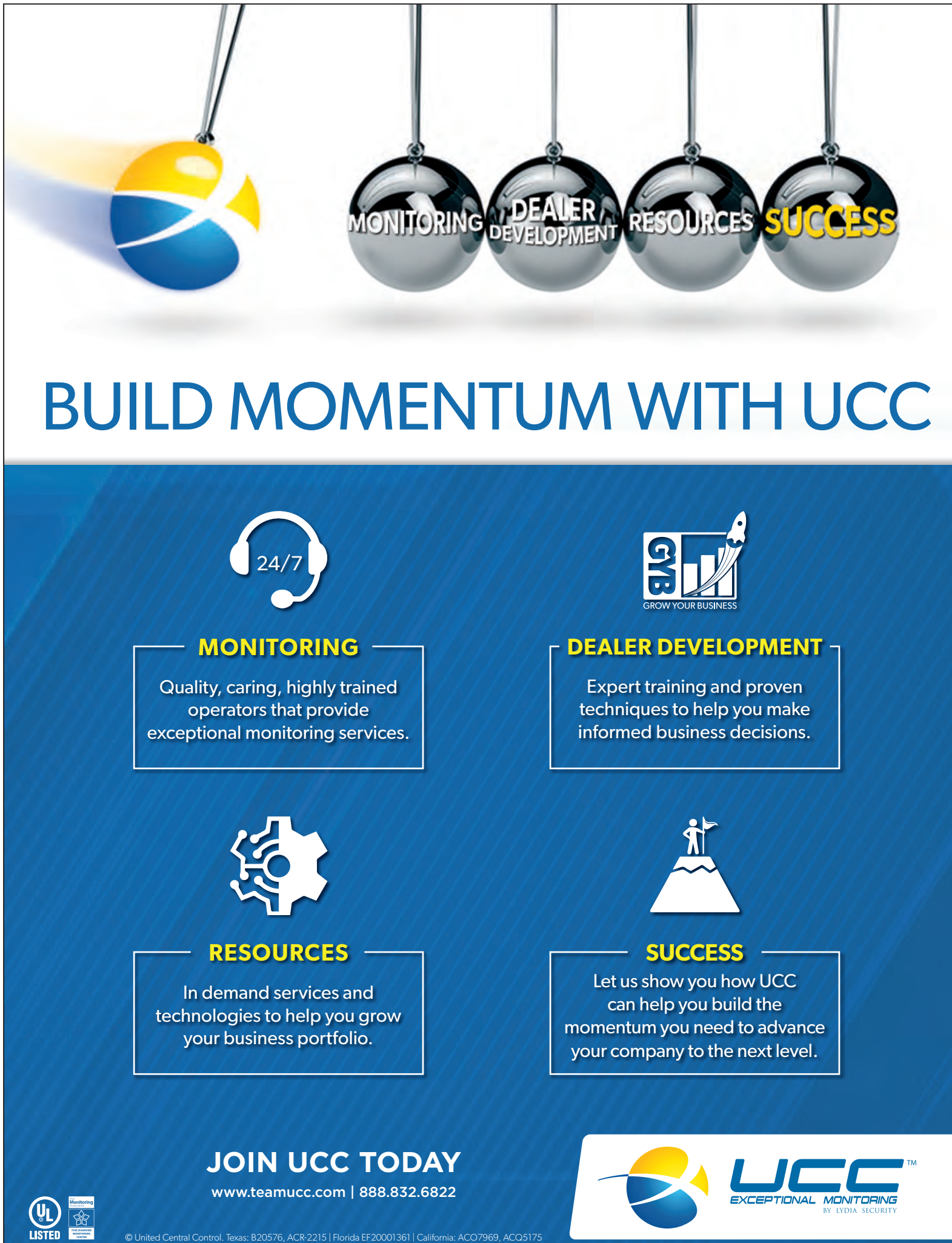
"Verizon Media has done an incredible job turning the business around over the past two and a half years and the growth potential is enormous," said Hans Vestberg, CEO of Verizon. "The next iteration requires full investment and the right resources. During the strategic review process, Apollo delivered the strongest vision and strategy for the next phase of Verizon Media. I have full confidence that Yahoo will take off in its new home."

Verizon Media reported strong, diversified year-over-year revenue growth the past two quarters, driven by innovative ad offerings, consumer ecommerce, subscriptions, betting and strategic partnerships. Yahoo, one of the best recognized digital media brands in the world and the fourth most visited internet property globally, continues to evolve as a key destination for finance and news among Gen Z. This was most recently marked by Yahoo News becoming the fastest growing news organization on TikTok.

"We are thrilled to help unlock the tremendous potential of Yahoo and its unparalleled collection of brands," said Reed Rayman, Private Equity Partner at Apollo. "We have enormous respect and admiration for the great work and progress that the entire organization has made over the last several years, and we look forward to working with Guru, his talented team, and our partners at Verizon to accelerate Yahoo's growth in its next chapter."

David Sambur, Senior Partner and Co-Head of Private Equity at Apollo, added, "We are big believers in the growth prospects of Yahoo and the macro tailwinds driving growth in digital media, advertising technology and consumer internet platforms. Apollo has a long track record of investing in technology and media companies and we look forward to drawing on that experience to help Yahoo continue to thrive."

Goldman Sachs served as lead financial advisor to Verizon in the transaction. Evercore also served as financial advisor to Verizon. Kirkland & Ellis LLP and Freshfields Bruckhaus Deringer LLP are serving as legal counsel to Verizon. SSN



Fabiola Francisco

Director of Client Success

Condortech Services, Inc.

YARMOUTH, Maine — As part of *Security Systems News'* and the Security Industry Association (SIA) Women in Security Forum's (WISF's) continuing series highlighting the contributions of women in security, this month's feature is on Fabiola Francisco, Director of Client Success for Condortech Services, Inc, which provides comprehensive security system design, installation, training and support.

"I am the Director of Client Success, however, as with any small business, I wear multiple hats," she said. "My niche is in government contracting and operations management. Over the years, I have taken a more prominent role in our business and work closely with our team to grow Condortech Services, Inc."

The following is an exclusive Q&A with Francisco:

SSN: How did you get into/what inspired you to get into the security industry?

FRANCISCO: I consider myself a second-generation security industry professional. I am blessed to have been born into the industry. Growing up, my father worked for Rusco which then became Casi-Rusco. I would accompany him on weekends to emergency service calls or visit the other engineers at his workplace. From a young age, he gave me tools and computers to play with; science, technology, engineering, and math were my education. I witnessed Rusco become Casi-Rusco and move solely to manufacturing.

In the late 80s, my father with the support of my mother, created Condortech Services, Inc. I grew up with the industry, the people, and the mindset. Over the years I have met many of the industry pioneers. I feel privileged to have witnessed when Pelco was a small shop with analog cameras and enclosures, grow to what it is today. I have met many of our industry's founders such as Codebench, who revolutionized our industry to meet government compliance; I have excitedly watched our industry blossom with the help of the Security Industry Association (SIA). I can only say that our industry is a hidden gem, and I would love to see many more individuals join it. In my eyes, the people in our industry are the most innovative, energetic, and trustworthy individuals.

SSN: What has your journey been like in a primarily male-dominated and historically non-diverse security industry?

FRANCISCO: I admit, I was a bit sheltered growing up in this industry. Many of the engineers I had met over the years, imparted their wisdom and lessons to me freely, thanks to my father. However, as I became independent and started venturing out in sales and business development. I came to realize that this was a male dominated industry. It was most prevalent during sales walkthroughs. Most of the time, I was underestimated by my male counterparts, some took pity on me, some were helpful and would share their perspective or their notes, others were curious and would challenge my knowledge. It felt like a game most of the time, the constant one up during walkthroughs on a technical level; however, I was able to hold my own.

I accompanied my father to an industry conference in the mid 90's, where I was shocked to see vendor's who hired beautiful young women to walk the show floor in inappropriate uniforms, to lure industry attendees to their booths. Bear in mind, this was the 90s and advertising and marketing tactics were geared for a targeted stereotyped audience. In the early 2000's, improvements were made where vendors actually had their own female employees represented but were relegated to the task of collecting badge information and directing to the appropriate representative. Today, I have seen the role of women move from the administrative support roles to more "trench" positions. One of these women is someone I enjoy working with, she is with Avigilon, her name is Christine Reeley, and she is a phenomenal! Our technical team relies on her engineering knowledge when developing new projects. I would like to see more women in technical leadership and management roles; as well as participating in panel discussions.

I think one of the biggest struggles I have faced during my tenure is work-life balance. For the most part in the industry, we are available around the clock for our clients, as we should be since we deal with security; however, women, tends to still carry the workload at home with children. I can only imagine how difficult it was for other women who did not have the opportunity to enjoy a flexible schedule which was afforded to me by being part of a family business. Starting out when I did, without the support of our business, it would have been a lot tougher.

SSN: What has been done to get more women/diversity into leadership/management roles in the industry, and what else can be done? (How far have we come and how far do we still have to go?)

FRANCISCO: Our industry has come a long way, but I am of the belief we can always improve. I still see very few women in leadership roles within the security field, most women are still found in support and administrative roles.

During interviews for our entry level positions, I present our industry as a career path. No one really knows about it. No one grows up saying, "I want to be the one who designs and installs security systems for buildings." I tell our staff and new interviewees that we are Alfred for Batman; Edna Mode for the Incredibles; Stark Industries for Iron Man; without us, our first responders, military, and security directors, would not have the tools to protect our communities, states, and nation. This message inspires and promotes our industry to attract young innovative and talented individuals.

This past year, it became even more evident how important our work is. Our industry did not shut down, in fact, we had to work smarter and harder to keep our clients' systems operating during the pandemic, civil unrest, and insurrection. SIA, ASIS, and other industry associations are doing an amazing job to advocate our industry with our government. It is our turn, as an industry, to start spreading the word. The security industry is home for those who are passionate about helping others, protecting our communities, and problem solving.

I do believe that there is opportunity to change if our industry is willing. We can put a spotlight on the benefits of our industry as a career choice. We can provide focused training and/or a technical school that is specific to the security industry. We can showcase the strengths of our community and how open and embracing we are. Every one of us plays a role in this, as a group we can achieve our industry efforts towards diversity, equity and inclusion.

SSN: What have you found most challenging working in the security industry and how did you overcome it?

FRANCISCO: I think the most challenging part of working in our industry, as a woman and a Latina, is not always being taken seriously at times, most of the time, folks will assume I am in a support role versus a decision maker. However, I have learned to use this to my advantage. For example, since there are fewer women, when someone meets me, and realizes my abilities, they pay attention and listen. If I am challenged by a peer, I stand my ground and earn respect. I feel it is important for me to always have an open mind, but also educate respectfully when the situation presents itself. I know that my experiences are paving the path so I take it as a responsibility to educate whenever possible.

SSN: Have you had any role models who have helped you out along the way that you would like to mention?

FRANCISCO: I have to say my father is my role model. He is a Latino in the industry and had

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his struggles in the beginning as well. I would share them, but that is his story to tell, but one thing he has always instilled in us is, "Even if in front of a King, if you are right, stand your ground and don't waver." My mother is also a powerful role model to me because she has taught me that, "everything is possible."

Within the industry, I truly admire MG Karch and Lynn deSeve. I run into them from time to time through industry events and always try to greet them. I hope they know how grateful I am for who they are and what they have done for women in our industry. They may not know it, but they are my heroes because they have paved the way, set high standards, and pioneered for women in our industry.

> "This past year, it became even more evident how important our work is. Our industry did not shut down, in fact, we had to work smarter and harder to keep our clients' systems operating during the pandemic, civil unrest, and insurrection."
>
> *—Fabiola Francisco*

SSN: What advice would you give other women thinking about getting into the industry or just starting out in the industry?

FRANCISCO: My advice are ones imparted to me. They are the three things I live by:

You define the role; the role never defines you. Do not box yourself.

If you are right, stand your ground, regardless of who is in front of you.

Nothing is impossible.

SSN: What are your views on the industry moving forward, from both from a diversity perspective and a technology and business perspective during these unpredictable times?

FRANCISCO: I have experienced many things over the years and the only thing that stays true is, with perseverance and faith, we will survive. Lasting change happens with repetition and routine. Our industry has an opportunity right now; we have always been innovative with technology, now is the time to be innovative with our people. We must be quicker to adapt to the multitude of changes that are occurring today for tomorrow. For a lasting impact, we need to adapt and learn by attracting young individuals of all backgrounds, genders, orientations, who are looking for what our industry has to offer. A career that helps others, provides security to our communities, and challenges the mind. We get that message out there we will not only survive but continue to grow our industry. **SSN**

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EDITORIAL

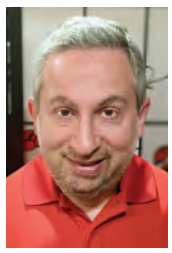
Tales from the "DarkSide"

Continued from page 1

Biden administration to take a preemptive strike and protect all areas of our country's critical infrastructure so that cybersecurity vulnerability is eradicated.

How could this devastating cyberattack, this attack on U.S. critical infrastructure, happen in the first place? The Federal Bureau of Investigations (FBI) confirmed earlier this week that DarkSide, a ransomware gang of cybercriminals, was the group responsible for attacking Colonial Pipeline's IT systems.

DarkSide claimed on its website that its cyber attack was not specifically intended to attack the nation's critical infrastructure, but rather, it was financially motivated.



Cory Harris

"Our goal is to make money, and not creating problems for society," said the group on its blog.

As a group that is profit driven in nature, targeting large corporations for ransomware attacks, DarkSide may claim that it does not intend to attack what is vital to all of us - hospitals, government institutions, schools, just to name a few – but that begs the question, why would this group target a company that offers a service considered essential to our infrastructure?

Regardless of what the intent was, it happened, and now we must address this question – How do we respond?

Let's go straight to the top – the White House announced this week that the Biden Administration has launched an 'all-of-government" effort to address the Colonial Pipeline incident.

"In response to the Colonial Pipeline cyberattack, the White House has convened an interagency response group consisting of the Department of Justice (including the FBI), the Department of Homeland Security (DHS) including the Cybersecurity and Infrastructure Security Agency (CISA), the Department of Energy (DOE), the Department of Defense (DOD), the Department of Transportation (DOT), the Department of the Treasury, the Federal Energy Regulatory Commission, the Environmental Protection Agency (EPA), and the White House Office of Management and Budget," the statement read. "The group regularly meets to assess the attack's impacts on fuel supply and U.S. energy markets and assess policy options."

In addition, the federal response offered guidance on securing critical infrastructure.

"The FBI recently released a FLASH alert for critical infrastructure owners and operators with indicators of compromise and mitigation measures if infected," the statement said. "The FBI has identified the ransomware as the Darkside variant, a ransomware as a service variant, where criminal affiliates conduct attacks and then share the proceeds with the ransomware developers. This alert will help other critical infrastructure owners and operators respond swiftly if they are targeted in future attacks.

"CISA, in partnership with DOE, is also communicating with industry to provide guidance on securing critical infrastructure, sharing details about the ransomware attack,

and discussing recommended measures to mitigate further incidents. And, the Administration is working to help private sector companies like Colonial enhance their cybersecurity through the Industrial Control Systems Cybersecurity initiative, a collaborative effort between DOE, CISA, and the electricity industry to strengthen cybersecurity standards."

Why did it take a cyberattack of this magnitude to get the wheels in motion in Washington, D.C.? Shouldn't security measures have already been in place to ensure that ransomware or any other act of cyber criminality would be prevented, especially an attack that was an absolute gut punch to our country's critical infrastructure?

Antoinette King, PSP, Key Account Manager, Axis Communications, noted that security must be considered to ensure that our nation's critical infrastructure is protected.

"Protecting critical infrastructure has always been a top priority in the U.S.," she said. "The challenge lies in the increased reliance on digital/network connectedness. When operational technology systems are designed for functionality without considering security in the design process, disaster is always looming on the horizon."

Pierre Bourgeix, chief technology officer and founder of ESI Convergent, noted that a more collaborative approach to security would help protect our critical infrastructure.

"Attacks on critical infrastructure have ramped up for the last few years and unfortunately it's only going to get worse," he said. "Protecting operating systems as part of a more converged security approach that incorporates IT, OT, and PS is going to be required. If you are in a regulated industry, being compliant will never result in better security, and security alone will not make you compliant. Proper governance and strong policies and procedures that are adhered to will help. Remember the nation state syndicates and ransomware hackers are looking at every angle to make your day a bad one."

Bert Rankin, COO, Zentry Security, also stressed the important of cybersecurity protection for critical infrastructure providers.

"Every major infrastructure provider—from energy to transportation to water systems and healthcare and more—should be equipped or retrofitted with the zero trust security controls that both empower employees and contractors to do their jobs more securely, and that provide much greater protection of critical infrastructure," he said.

The aftermath of the Colonial Pipeline incident comes at the same time as an important cybersecurity certification that was announced this week.

The Security Industry Association (SIA) announced the creation of the Security Industry Cybersecurity Certification (SICC), a new industry credential developed by SIA with support from PSA Security Network and Security Specifiers and the first-ever certification focused specifically on cybersecurity and physical security convergence.

This landmark certification is designed for security industry professionals and assesses and validates the core competencies these individuals must possess to effectively perform roles involving key facets of cybersecurity.

With cybersecurity awareness at its absolute height on the heels of the Colonial Pipeline incident, the SICC program is a critical step in the fight against cybercrime.

The vulnerabilities in U.S. critical infrastructure were in full view when Colonial Pipeline was victimized. On the heels of Solar Winds and Verkada, Colonial Pipeline was just the icing on the cake in terms of why securing critical infrastructure in our country is exactly that, critical.

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President signs Executive Order to improve the nation's cybersecurity

Continued from page 1
of the Executive Order.

"(These incidents) are a sobering reminder that U.S. public and private sector entities increasingly face sophisticated malicious cyber activity from both nation-state actors and cyber criminals," the statement read. "These incidents share commonalities, including insufficient cybersecurity defenses that leave public and private sector entities more vulnerable to incidents."

Specifically, the Executive Order that President Biden signed will:

REMOVE BARRIERS TO THREAT INFORMATION SHARING BETWEEN GOVERNMENT AND THE PRIVATE SECTOR

The Executive Order ensures that IT service providers are able to share information with the government and requires them to share certain breach information. IT providers are often hesitant or unable to voluntarily share information about a compromise. Sometimes this can be due to contractual obligations; in other cases, providers simply may be hesitant to share information about their own security breaches. Removing any contractual barriers and requiring providers to share breach information that could impact government networks is necessary to enable more effective defenses of federal departments, and to improve the nation's cybersecurity as a whole.

MODERNIZE AND IMPLEMENT STRONGER CYBERSECURITY STANDARDS IN THE FEDERAL GOVERNMENT

The Executive Order helps move the Federal Government to secure cloud services and a zero-trust architecture, and mandates deployment of multifactor authentication and encryption with a specific time period. Outdated security models and unencrypted data have led to compromises of systems in the public and private sectors. The Federal Government must lead the way and increase its adoption of security best practices, including by employing a zero-trust security model, accelerating movement to secure cloud services, and consistently deploying foundational security tools such as multifactor authentication and encryption.

IMPROVE SOFTWARE SUPPLY CHAIN SECURITY

The Executive Order will improve the security of software by establishing baseline security standards for development of software sold to the government, including requiring developers to maintain greater visibility into their software and making security data publicly available. It stands up a concurrent public-private process to develop new and innovative approaches to secure software development and uses the power of Federal procurement to incentivize the market. Finally, it creates a pilot program to create an "energy star" type of label so the government – and the public at large – can quickly determine whether software was developed securely. Too much of our software, including critical software, is shipped with significant vulnerabilities that our adversaries exploit. This is a long-standing, well-known problem, but for too long we have kicked the can down the road. We need to use the purchasing power of the Federal Government to drive the market to build security into all software from the ground up.

ESTABLISH A CYBERSECURITY SAFETY REVIEW BOARD

The Executive Order establishes a Cybersecurity Safety Review Board, co-chaired by government and private sector leads, that may convene following a significant cyber incident to analyze what happened and make concrete recommendations for improving cybersecurity. Too often organizations repeat the mistakes of the past and do not learn lessons from significant cyber incidents. When something goes wrong, the Administration and private sector need to ask the hard questions and make the necessary improvements. This board is modeled after the National Transportation Safety Board, which is used after airplane crashes and other incidents.

PRESIDENT *see page 30*

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COMMERCIAL & SYSTEMS INTEGRATORS

Security 101 adds Paul Newton to team

Continued from page 1

Area and Sacramento installation, service and support teams.

Newton most recently worked with Honeywell Building Solutions, managing all aspects of the company's most important enterprise accounts. Prior to that, he worked for Kratos (later acquired by Securitas), serving as Project Manager, Operations Manager, Western Regional Operations Director, and finally the General Manager for the State of California. In his last role Paul managed a P&L of more than $60 million for the company.

"We are very excited to add an Operations executive with Paul's background to our growing team," said Robert Chamberlin, President of Security 101 in the San Francisco Bay Area and Sacramento. "Paul's extensive security industry experience will be a huge asset to us as we scale our business in the Bay Area and Sacramento, and his 'people first' management style blends well with both our local culture and the management philosophies of Security 101 nationally."

Paul Newton

With 25 years of experience as an operational leader in the commercial security industry, Newton brings the operational, leadership, and communication skills needed to go above and beyond as a company leader, while also providing the team leadership skills that will contribute to his managing and empowering the Security 101 installation, service and support teams.

"I'm pleased to join a premier company like Security 101 and look forward to the opportunity to develop our company into a major player in the Bay Area commercial security market," Newton said. "Security 101 offered me a unique ability to utilize my entrepreneurial background as we grow our local offices in Northern California, while also providing valuable management tools, resources and a growing national network of locations to support nationwide installations."

Security 101 is a globally recognized commercial security systems integrator that helps businesses mitigate threats and vulnerabilities to protect its people, property, and profits.

Chamberlin told Security Systems News that Newton is the right fit to lead Security 101 going forward.

"I just think about what's going on here with the business, and the opportunity we have in the Bay Area," he said. "We have the good fortune of having a tremendous amount of inbound opportunities, whether that's through our global team, or the local team working to uncover opportunities. Our issue is managing the growth effectively, and that's why I'm particularly excited to have Paul onboard because he's done it. He's run a large P&L for the whole State of California for Securitas in his past life."

He continued, "He's a 'real deal' guy, and I think he's the right guy to lead us operationally to get us where we need to be." SSN

Securitas ES awarded renewed protection under Homeland Security SAFETY Act

By SSN Staff

STOCKHOLM—After an extensive review by the Department of Homeland Security (DHS) of the service standards adopted and followed by Securitas Electronic Security, Inc., the DHS has awarded Securitas Electronic Security (SES) SAFETY Act protection (Designated).

The SAFETY (Support Anti-terrorism by Fostering Effective Technologies) Act ensures the possessors of anti-terrorism technologies are not deterred by the threat of liability fro developing and commercializing products and technologies that could save lives in the event of a terrorist attack.

SES approved anti-terror technology or services protected under the SAFETY Act are designed to deter, detect and delay the threat of terrorist activity, and include installation and integration services for electronic security; perimeter intrusion detection; access control and video surveillance systems.

The technology includes:

- Engineering, design, implementation, management and ongoing maintenance services
- Installation and integration of access control, video surveillance systems, intrusion
- Detection, fire alarm and communication systems
- Central station monitoring services
- Manuals, training, and support services

When applicable, the SAFETY Act should extend the protection to all parties in the supply chain, including SES's government and private sector customers and subcontractors. SSN

Convergint closes on BranchServ and CustomVault acquisition

By SSN Staff

SHAUMBURG, Ill.—Convergint Technologies, a global leader in service-based systems integration, announced it has closed on the acquisition of Custom Vault Corp., which includes its BranchServ and CustomVault divisions.

Convergint is an emerging leader in security for the financial market, holding service-based agreements with 17 of the 20 largest banks in the United States. With this acquisition, the company will have an expanded capability to assist financial institutions in improving operational efficiencies, reducing overall costs, and enhancing the overall customer experience. As a result of the business combination, Convergint is on track to execute a service run rate of over 250,000 service calls annually, nearly an 80 percent increase to 2020 performance.

"We are elated to officially welcome colleagues and customers from BranchServ and CustomVault to our global platform," said Ken Lochiatto, Convergint Technologies CEO of. "This acquisition further accelerates our growth strategy across the financial industry, helping to service many of the largest branch networks across the U.S. Together we'll continue to operate as a people-

CONVERGINT *see page 18*

BRIEFS

D-Tools releases new version of System Integrator software

CONCORD, Calif.—D-Tools, Inc., a worldwide leader in data-driven software for system integrators, announced the availability of System Integrator version 16, which adds powerful new project and service management capabilities to its award-winning, end-to-end business management solution.

"D-Tools software has been instrumental in our company's success in not only standardizing our day-to-day operations, but also by positively impacting our profitability," said Ed Ross, Director of Engineering at Fedora Intertech. "The D-Tools team listened to our feedback and requests, and the resulting new service and scheduling enhancements added to System Integrator will help us further streamline our installation and service management."

The SI v16 release offers numerous productivity and time-saving advancements across the application, primarily focused on providing expanded customization and flexibility, resulting in improved workflow for and between the sales, project management, and service teams. These new capabilities will help system integrators deliver a higher level of customer service, while at the same time improving operational efficiency and bottom-line results.

PSA network expands LenelS2 product offerings

WESTMINSTER, Colo.—PSA, the world's largest systems integrator consortium, announced that it will expand its LenelS2 product offerings.

In addition to the feature-rich OnGuard access control system, PSA will now carry the NetBox browser-based, appliance-oriented access control system and the Elements cloud-based access control and video management system for purchase by authorized and approved PSA value-added resellers.

LenelS2 is the global leader in advanced physical security solutions, including access control, video surveillance and mobile credentialing and is a part of Carrier Global Corporation, a leading global provider of healthy, safe and sustainable building and cold chain solutions.

"LenelS2 has been a valued PSA vendor for many years and has had tremendous success in the PSA network so far," said Tim Brooks, vice president of sales and vendor management for PSA. "We are thrilled to expand LenelS2 offerings to our integrators and know how valuable it is for us to provide more best-in-class solutions."

The recently launched Elements system is designed to be easily installed and simple to use with a mobile-first, intuitive user interface. Information is available at any time and accessible from anywhere on any device by leveraging the power of the cloud.

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SIA announces creation of SICC

SIA, PSA and Security Specifiers team up to create an industry standard for cyber-certification

By SSN Staff

SILVER SPRING, Md.—The Security Industry Association (SIA) has announced the creation of the Security Industry Cybersecurity Certification (SICC), a new industry credential developed by SIA with support from PSA Security Network and Security Specifiers and the first-ever certification focused specifically on cybersecurity and physical security convergence.

The SICC program is designed for security industry professionals and assesses and validates the core competencies these individuals must possess to effectively perform roles involving key facets of cybersecurity.

"In today's converged world, it is essential to support security installations according to best practices for both electronic security and cybersecurity," said Pierre Trapanese, chair of the SIA Board of Directors and CEO of Northland Controls. "By earning the new SICC credential, industry professionals will ensure they have the hands-on experience and deep understanding of physical security and cybersecurity convergence needed to offer more comprehensive security solutions that better serve their customers."

The SICC is intended for security industry professionals who perform or provide technical support for the installation, networking, configuration and/or specifying of electronic security/low-voltage technology devices. These individuals may include lead/senior service technicians, lead/senior installers, technical project managers, security systems designers, technical support engineers, security specifiers and consultants, IT and cybersecurity managers, chief technology officers, network administrators and product managers.

"The new SICC was born out of the recognition that the security of installed systems depends on the knowledge and qualifications of those who install and configure them," said Ray Coulombe, founder and managing director of Security Specifiers. "This certification is an important step in the provisioning of cyber-secure systems."

To earn the SICC credential, individuals must apply and take a certification exam. Each applicant is required to have a minimum of two years of experience directly related to or technically supporting the installation, networking, configuration and/or specifying of electronic security/low-voltage technology devices.

"The daily news underscores the critical importance of cybersecurity awareness, hygiene and training," said Ric McCullough, president of PSA Security Network and chair of the SIA Executive Council. "This new cyber certification program specifically and proactively addresses those important concerns with a cyber certification designed especially for our security industry. PSA is proud to be an active co-contributor to this program."

On Tuesday, May 25, SIA will host a 30-minute virtual information session, during which interested parties can learn more about the SICC program. The information session will cover what makes the SICC unique compared to other cybersecurity credentials, the benefits of earning the certification, core requirements to earn the SICC and how the application and testing process works. Register to attend the information session here. SSN

Interface's AI-based Anti-Loitering System

By SSN Staff

EARTH CITY, Mo.—Interface Security Systems, a leading managed service provider delivering business security, managed network, UCaaS (Unified Communications as a Service), and business intelligence solutions to distributed enterprises, announced a new AI-based Anti-Loitering System designed to prevent intrusions before they happen.

The system features an AI-based object detection system that can detect people or vehicles and trigger pre-recorded, scenario-specific voice messages to deter loitering.

Designed to tackle after-hours perimeter control challenges such as vagrancy, intrusion, and vandalism, the Anti-Loitering System can be customized by loss prevention teams to play different warning and notification messages depending on location and dwell time. The messages played can be calibrated to first inform or educate the person before issuing a warning. Up to four custom messages can be stored and updated based on the requirements of the enterprise.

"This system addresses the unique challenges of deterring individuals from loitering on company property after hours," said Tom Hesterman, SVP of Products and Solutions. "Our anti-loitering system also discourages people from dumping items or 'casing' the property, leaving no doubt that the security system is not only functional but very responsive and sophisticated. Simple motion control is prone to false triggers when used outside. By utilizing an intelligent IP camera that can detect people or vehicles, we eliminate false alarms and greatly enhance the effectiveness of the system."

Video recordings associated with the autonomous Anti-Loitering System are stored locally on the camera or as part of a larger video system and can be reviewed by staff using a simple mobile interface. The system is highly customizable and can support additional automated actions.

Designed to operate as a standalone system, the system can also be integrated with an intrusion alarm system with remote monitoring or with Interface's Virtual guard service to provide real-time remote operator intervention as part of a comprehensive security service. SSN

TriTech opens new HQ location to support continued growth and expansion

By SSN Staff

FREEHOLD, N.J.—TriTech, a Valuber Company and premier provider of integrated security systems and manpower in the Northeast, has opened a new expansive headquarters in Freehold, N.J. to support the company's continuing growth, and new resources and services.

TriTech offers turnkey system solutions and managed services that combine to provide clients with advanced professional security services to address emerging cyber physical security challenges with customized solutions that help clients protect people, property and assets, and minimize liabilities.

"As recent events continue to document, there is a growing need to further integrate physical and cyber security along with manpower services for organizations across all verticals to best protect themselves," said Steve Guardiani, President of TriTech. "We recognized this 'new convergence' some time ago as we continue to seek out and partner with software and hardware suppliers that accommodate higher levels of data driven integration, system and IoT management." SSN

CONVERGINT

Continued from page 16

centric company, fostering an inclusive, supportive culture and continuing to be our customers' best service provider."

Founded in 1984, CustomVault designs and installs complex, high-security modular vault solutions for several industries, including government and military, healthcare, financial, and more. In 1999, the company expanded its servicing capabilities to the financial industry and launched BranchServ, a leading security and automation equipment and service provider for financial institutions nationwide.

"The cultural alignment between our organizations has been central to our decision to join Convergint," said Custom Vault Corporation CEO Tom Brennan. "Combining our expertise and resources will undoubtedly propel our business to new heights and enable us to provide our customers with unrivaled service."

Custom Vault Corporation brings the total amount of Convergint acquisitions to 44 since 2014.

Convergint Technologies is a $1.4 billion global, industry-leading systems integrator that designs, installs, and services electronic security, cybersecurity, fire alarm, and life safety systems. SSN

Get your daily dose of caffeine while supporting children in need!

Koffee for Kids is a new initiative launched by Mission 500 to support children in need across America. A portion of the monthly coffee subscription will be used to provide food, hygiene and school supplies to children across the U.S. while supporting U.S. coffee bean farmers and the roaster based here in America.

Here are the details:

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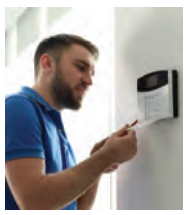
MONITORING

DIY up nearly 40% since 2018

By SSN Staff

DALLAS—Self-installation of newly acquired security systems reached 55 percent in Q2 2020, up from 40 percent in 2018, an increase of nearly 40 percent, Parks Associates reports.

The firm's whitepaper, Home Security: A Redefined Market, finds the rise of interactive services and DIY installation are two key trends defining the home security market, accelerated by the COVID-19 pandemic, lower prices, and new smart home solutions.



"The installation method for newly acquired security systems and smart home devices has trended towards self-installation for several years, and COVID-19 has hastened that transition," said Amanda Kung, Researcher, Parks Associates. "About one-third of security system owners and intenders report COVID-19 concerns caused them to avoid professional installers due to the discomfort of having a stranger in the home."

Approximately two-thirds of security system owners, or about 20 million households, have an interactive security system, and consumers expect their security systems to provide basic interactivity that enables them to receive notifications and access and control the system remotely. DIY and professionally installed systems typically offer basic interactive features, which are now considered a necessary offering among security providers.

"Security dealers must continue to develop more tools to support customers who want to install and troubleshoot on their own but may still need professional guidance," Kung said. SSN

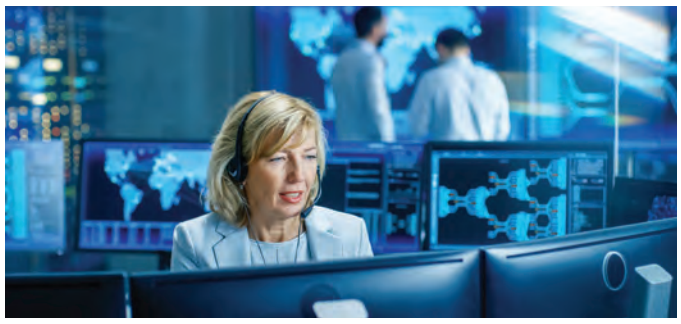
US a leader in leveraging video monitoring for a safe 'return-to-work'

By SSN Staff

NEW YORK—U.S. firms are avidly re-purposing their existing video monitoring systems to support the 'COVID Safe' return to offices and workplaces across North America, according to a multi-country survey of organizations running video monitoring systems conducted by Video Surveillance as a Service (VSaaS) provider Ava Security.

Half (50 percent) of the 100 IT, Facilities Management (FM), Operations or Security managers queried during March 2021 were already leveraging their video monitoring systems to help manage social distancing requirements in their buildings. A further 44 percent were planning to use their video systems for this purpose within the next 12 months.

An even higher percentage (59 percent) were already using their existing video systems to help provide temperature level



checks, and a further 32 percent planned to enable temperature checking via their video security systems within a year.

Another half (50 percent) of respondents to the same survey said they were already using their video monitoring systems to trace all people movements in, out and around their workplaces to protect both staff and visitors alike from the danger of infection. A further 40 percent plan to configure their systems to do this within the next 12 months.

A slightly higher percentage (52 percent) had already deployed their video systems for monitoring meeting room occupancy levels and people density levels in breakout areas; while 41 percent said they were likely to add this capability to their video systems over the next 12 months.

More than half (53 percent) of U.S. firms had already deployed facial recognition analytics into entrance area cameras to enable contact-less access control; while a further 32 percent were planning to complete this work within the next 12 months as more staff return to the office.

Mask Detection analytics

LEADER *cont'd on the next page*

Home security owners want protection beyond the home, says new report

By SSN Staff

BOSTON, Mass.—TrueMotion, a lsmartphone-only driving data platform, announced a new report on home security owners' willingness to purchase protection beyond the home, specifically car crash detection and emergency response.

The report reveals that as home security providers look for strategies to grow revenue and increase customer loyalty, paid car crash detection and emergency response products are a viable path forward.

New products that can grow revenue and increase customer loyalty are more important than ever for home security providers today. Competition across the industry is fierce. There are more choices for consumers and providers struggle to differentiate. There is also more pricing pressure from new tech-driven and do-it-yourself (DIY) entrants. Most in-home security products have matured and saturated the market.

These challenges are the driving force behind home security providers looking to protect customers beyond the home. The new TrueMotion report shows "beyond the home" is a strong area for expansion: 78 percent of home security owners are concerned about their safety on the road. The report also finds that 66 percent of all home security owners would pay $5 or more per month for crash detection and emergency response, on top of their current home security subscription, while 12 percent would pay an extra $20 per month. TrueMotion surveyed nearly 600 home security system owners in the U.S. from February to April 2021.

"This report shows that home security providers can use car crash detection and emergency response products to extend their services beyond the home, grow revenue, and increase customer loyalty," said Brendan Bellefeuille, Security Lead for TrueMotion. "Consumers want to feel protected beyond the home, and crash detection and emergency response clearly addresses this concern for them. Consumers are even willing to switch security providers to get access to crash detection and emergency response."

The report shows that 43 percent of home security owners would switch providers to get access to car crash detection and emergency response. This finding suggests that car crash detection and emergency response can help home security providers grow market share by acquiring customers from the competition. It also suggests that providers who don't provide crash detection could face new and stronger competitive threats.

The full report includes:

- An overview of the home security industry
- An analysis of consumer willingness to pay for "beyond the home" products
- A deep dive into consumer sentiment on car crash detection and emergency response
- A review of existing "beyond the home" home security programs today. SSN

BRIEFS

TMA opens registration for 2021 Annual Meeting

MCLEAN, Va.—The Monitoring Association (TMA) has announced the opening of online registration for its 2021 Annual Meeting, which will be held in person at the Ritz-Carlton, Kapalua on the island of Maui in Hawaii on Oct. 9-13, 2021. The meeting is open to all security professionals.

"We are thrilled to host our 2021 Annual Meeting in person," said TMA President Don Young. "This meeting has long been a hallmark of the security industry. Top executives and key decision-makers from across the security industry are drawn to the event each year for high-level discussions around emerging business and technology trends. Owners, leaders, and service/product providers find the forum to be uniquely balanced and highly conducive to invaluable relationship building. We look very forward to welcoming old friends and new to Hawaii in October."

The five-day meeting will feature a combination of high-quality education sessions, informal networking opportunities, and social events. As in previous years, spouses or significant others are invited to attend and take part in a special program to coincide with the main educational portion of the meeting.

IDIS, VMI extend remote monitoring with analytics

COPPELL, Texas—IDIS America and virtual guarding and monitoring service partner Virtual Management Intelligence (VMI) are working together to deliver AI-supported remote surveillance services, including business operations monitoring, in sectors such as transportation, warehousing, cannabis production, food processing, banking, and finance.

The two companies noted that buyers of video technology are focusing increasingly on business protocol enforcement applications, in addition to traditional security. In transportation, for example, IDIS video is being used by VMI to improve monitoring of 24-point vehicle safety checks which must be carried about by drivers to ensure compliance with Department of Transportation (DoT) requirements.

At high-security locations such as banks, the company is helping to streamline and adhere to opening and closing protocols. And, in major industrial applications - from coffee roasting to food processing - its monitoring services are underpinning both safety and production line efficiency.

"These are applications where customers want video technology to focus on the wider well-being of their business operations, and to reduce their liabilities," VMI Operations Director San Kim said in the announcement. "Security is still a key requirement but there is a growing realization that cameras can be used for so much more. VMI is using IDIS end-to-end video solutions, including IDIS Deep Learning Analytics (IDLA) to deliver enterprise-level monitoring to more customers more affordably."

LEADER

Continued from the previous page

is also being widely deployed in U.S. workplaces: 45 percent had already deployed video analytics software now available for alerting control room staff when staff and visitors are inside a building but not wearing a mask. A further 45 percent planned to deploy mask detection analytics within the next 12 months.

U.S. firms led other countries in the study in terms of using their video systems to support the creation of COVID Safe Workplaces for their staff.

ACCELERATED ADOPTION OF VIDEO ANALYTICS

License Plate Recognition (LPR) analytics has already been deployed in 43 percent of U.S. firms' workplaces, according to the same study. More interestingly, a further 43 percent of these firms indicated that they expect to have deployed LPR at their workplaces within the next 12 months.

Ava Security plans to investigate further to see if the increase in remote management of workplaces during the pandemic has led directly to increasing deployment of LPR and other analytics capabilities.

As other smart analytics capabilities become commercially available, demand is also picking up. In many cases, video analytics adoption looks set to double within the next 12 months.

For example, audio or noise analytics (i.e., gunshot, breaking glass, screaming, etc.) has already been deployed in 40 percent of U.S. video monitoring systems in use. A further 42 percent of firms said they expected to deploy noise analytics within the next 12 months.

Objection detection, identification and classification including color matching is also experiencing a surge in demand. This demand is possibly related to the improvement in accuracy of next-generation cameras with this sort of analytics built in. Today, 40 percent of U.S. firms with video systems have this analytics capability available to them. However, more interestingly, 48 percent more U.S. firms plan to put objection detection and identification analytics into their systems within the next 12 months.

WORKPLACE TECHNOLOGIES

U.S. firms are also ahead in terms of adoption of other workplace technologies to reduce transmission risks.

Over four out of every five (83 percent) U.S. firms were 'net' likely (i.e., 'Very likely to' or 'Likely to') to increase the 'remote monitoring of assets, processes, and people on our work premises' over the next 12 months as the focus of the Work From Home (WFH) revolution of 2020 evolves into the 'Hybrid Working' evolution in which many more of us come into the office only for significant corporate events .

As the reality sets in for managers that many more of their staff will be working from home for at least a portion of their working week, the focus on cybersecurity as well as physical security increases. In the U.S., 84 percent of respondents said they were 'very likely to' or 'likely to' place a 'larger focus on cybersecurity for all devices and applications that are networked.'

Nine out of 10 (92 percent) U.S. firm respondents were 'net' likely to 'Increase the use of cameras & Internet of Things sensors to manage our business,' the Ava Security study found.

The biggest challenge of supporting all these changes appears to be paying off for them, as more than three quarters (77 percent) of U.S. firms predicted a 'Reduction of operational budgets available for maintenance, facilities management, or/and physical security' over the next 12 months.

CLOUD BOOST

For many U.S. firms, increased migration of IT services into the cloud appears to be one clear answer to the budget squeeze: 86 percent of firms in this study predicted an increase in the migration of IT services into the cloud over the next 12 months.

Nearly as many U.S. firms (84 percent) seemed to predict savings would be made by reducing the size of the main offices and supplementing these with the 'Increasing use of co-working spaces for specific purposes,' including brainstorming, sales presentations and larger team meetings. SSN

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RESIDENTIAL SYSTEMS

Vivint to pay $20M to settle FTC claims it misused credit reports

By Paul Ragusa

PROVO, Utah—Smart home security and monitoring company Vivint Smart Homes Inc. has agreed to pay $20 million to settle Federal Trade Commission (FTC) allegations that the Utah-based firm misused credit reports to help unqualified customers obtain financing for the company's products and services.

Under the settlement, Vivint will pay a $15 million civil penalty and an additional $5 million to compensate injured consumers.

In a complaint filed by the Department of Justice on behalf of the FTC, the Commission alleged that Vivint violated the Fair Credit Reporting Act (FCRA) by improperly obtaining credit reports in order to qualify potential customers for financing for its smart home monitoring and security products. The FTC also alleged that Vivint violated the FTC's Red Flags Rule by failing to implement an identity theft prevention program, which is required of certain companies that regularly use or obtain credit reports.

"We are pleased to have resolved this matter related to certain historical practices. We had already taken steps before the FTC began its review to strengthen our compliance policies, and will continue to make this a focus going forward," a spokesperson for Vivint Smart Home told *Security Systems News*. "We are deeply committed to operating with integrity and delivering exceptional service to our customers."

The FTC alleged that some Vivint sales representatives used a process known as "white paging," which involved finding another consumer with the same or a similar name on the White Pages app and using that consumer's credit history to qualify the prospective unqualified customer. Vivint sales representatives also sometimes asked customers to provide the name of someone they knew who had better credit, such as a relative, then added that innocent third-party as a co-signer to the account without their permission, and used their credit history to qualify the prospective customer, according to the complaint.

"Vivint's sales staff stole people's personal information to approve others for loans," said Daniel Kaufman, Acting Director of the FTC's Bureau of Consumer Protection. "For misusing consumer credit reports and other sensitive data, and harming people's credit, this company will pay $20 million." SSN

ADT brings trademark suit against Amazon's Ring

By SSN Staff

BOCA RATON, Fla.—ADT has brought an action for willful trademark infringement, unfair competition, and related violations against Ring LLC (Ring), an Amazon company and provider of smart home security devices.

In March 2021, the complaint asserts, Ring adopted a blue octagon mark that is virtually indistinguishable from ADT's iconic blue octagon mark, which is protected under numerous federal trademark registrations. ADT's blue octagon is iconic in the security market, proudly displayed on lawn signs and stickers at the homes and businesses of ADT's more than 6.5 million customers across the United States. Following an attempt to imitate ADT's lawn signs, Ring went further and blatantly assimilated ADT's logo into its Ring Alarm Outdoor Siren, according to the complaint.

The infringement constitutes Ring's second attempted theft of ADT property. In 2017 Ring obtained an unauthorized copy of a software platform, related trade secrets, and other assets that ADT had spent two years and millions of dollars developing, the complaint explains. ADT brought suit in Delaware and succeeded in enjoining Ring from using the stolen platform before Ring settled with ADT.

Now operating as an Amazon company, Ring is again attempting another open theft — this time the theft of ADT's iconic trademark — "seeking to tout a reputation for trust to potential customers that it has not earned," the complaint asserts.

Ring believes it can trick consumers who will see a solid blue octagon and believe it is ADT, the most trusted brand in security. As the complaint asserts, "Indeed, even though the blue octagon mark that Ring is using includes the Ring name, ... people will believe that Ring is providing a security service on par with ADT — or, worse, that Ring is providing its security service in partnership with ADT."

ADT's suit alleges willful trademark infringement, unfair competition, and false designation of origin under the Lanham Act, 15 U.S.C. §§ 1114 and 1125(a); common law trademark infringement; violation of Florida Unfair Competition Law; and Trademark Dilution under the Lanham Act, 15 U.S.C. § 1125(c) and under Fla. Stat. § 495.151.

"Great brands like ADT don't become universally recognized overnight," said Trent Webb, co-chair, intellectual property practice group of Shook, Hardy & Bacon, counsel for ADT. "ADT's products, services, and reputation are built on a nearly 150-year history of innovation and reliability, and investment in its people and its products. Amazon's Ring continues to take shortcuts to build its brand —to build its company—through blatant and repeated theft of ADT's intellectual property."

"ADT will protect its customers, its employees, its intellectual property, and its reputation," Webb added. "As such, we're asking the court for, among other relief, immediate and permanent injunction against the use of ADT's iconic blue octagon mark and for monetary and punitive damages." SSN

My Alarm Center to restructure under Chapter 11

By SSN Staff

NEWTOWN SQUARE, Pa.—My Alarm Center filed for Chapter 11 protection this week, with 100 percent of its senior lenders and other key stakeholders agreeing to support the company's prepackaged plan of reorganization that provides for elimination of approximately $235 million of legacy debt obligations, the company told *Security Systems News.*

My Alarm Center said it will continue to operate in the "ordinary course of business" during the restructuring process, and has received commitments from its senior lenders for $15 million of fresh capital to "continue providing exceptional, uninterrupted service to its customers during the period of the financial restructuring while also meeting its financial obligations to vendors and employees. This transaction will provide a capital structure to ensure the company's long-term viability and set the foundation for My Alarm Center's next phase of growth."

My Alarm Center's Chief Executive Officer Amy Kothari noted, "The residential security industry faced numerous challenges over the last year, including multiple long-time industry lenders deciding to exit the space. This shift in the debt market was further exacerbated by the unprecedented COVID-19 pandemic resulting in significant pressure on cash flow and liquidity."

She continued, "As a result, we took decisive action to address these challenges and deleverage our balance sheet to position us for future growth and sustainable success. We are grateful for the support from our lenders and advisors throughout this process and especially thankful for the incredible patience, hard work and dedication of our employees. We are highly confident that the work we have done and the path we have chosen will result in a much stronger capital structure and bright future for our company, our partners, and our employees, allowing us to continue to provide superior support and service to our customers." SSN

BRIEFS

Essence Group launches new WeR@Home+ smart home security solution

HERZLIYA, Israel—Essence Group, a provider of IoT solutions for the global security and care markets, announced the launch of WeR@Home+, a next generation security and home management platform. Essence is partnering with European security services providers, including Securitas Direct Switzerland, to pilot the new offering.

WeR@Home+ leverages state-of-the-art IoT technology to expand Essence Group's existing WeR@Home smart home management offering, including connectivity to LTE networks, a new family of connected security devices, and a rich set of reporting and analytics tools for service providers.

"WeR@Home+ represents our commitment to the mass deployment of smart living solutions that provide peace-of-mind to consumers, enabling them to simply and affordably manage their connected homes remotely, from anywhere and at any time," said Hagai Enoch, COO and head of Essence Group's security division. "Providing a comprehensive smart home management system that is fully expandable and modular for any home environment, with self-installation and remote maintenance and configuration, we enable service providers across a range of industries – including telecommunications, insurance and real estate – to offer an array of value-added services to meet their customers' specific needs while benefitting from increased ROI and more flexible business models."

Strategic Analytics names No. 1 smart home security provider

BOCA RATON, Fla. —ADT was named the #1 Smart Home Security Provider for the fifth straight year by research firm Strategy Analytics.

ADT remained the largest provider with nearly 3.2 million interactive subscribers at the end of 2020, accounting for 20 percent of the U.S. interactive security market. The company continues to protect and connect more customers with industry-leading solutions that make people's lives safer and simple – at home, work and on the go.

Recently, ADT reported that 86 percent of new customers choose an interactive smart home system to protect themselves and their families. ADT's flagship Command and Control system supports more than 250 popular devices, ranging from smart garage door controllers to smart light bulbs, and scene controls can be configured to automate frequent routines. The system also integrates with a variety of customer-favorite devices, including Google Assistant-powered speakers, Rainbird, Sonos, Lutron and more.

ADT unveils new leadership, Q1 results

By SSN Staff

BOCA RATON, Fla.—ADT Inc. announced several changes to its leadership, starting with the retirement of Jim Boyce, president, chief business development officer, effective May 31, 2021. The company also announced its Q1 financial results, showing continued recovery and growth and the commercial side of the business.

LEADERSHIP CHANGES

With Boyce's retirement, Jeff Likosar has been named Chief Financial Officer and president, corporate development, and will assume responsibility for corporate strategy, business development, partnerships and communications, in addition to his current responsibilities as CFO. Supporting Likosar will be company veteran Ken Porpora, who has been promoted to Executive Vice President, Finance.

Keith Holmes will join ADT later this month as executive vice president and chief revenue officer, reporting directly to DeVries. Holmes comes to ADT from Cox Communications, Inc., where he served most recently as executive vice president, head of Cox Business. At ADT, Holmes will lead go-to-market activities and teams, including marketing, sales execution, offer development, and pricing – all key drivers of the company's long-term revenue growth.

Don Young, who was serving as the company's Chief Information Officer and Executive Vice President, Field Operations, has been named Executive Vice President and Chief Operating Officer. In this role, he will now also oversee all aspects of service delivery to customers.

Jill Greer joined ADT in April 2021 as Senior Vice President – Finance, Investor Relations and Communications, reporting to Likosar. Greer comes to ADT after a long career with Delta Air Lines, where she served as Vice President – Investor Relations.

FIRST QUARTER 2021 RESULTS

ADT announced a number of operational highlights in reporting results for the first quarter of 2021 on Wednesday, May 5. Among the financial results announced for Q1 2021 were:

- New recurring monthly revenue (RMR) additions up 25 percent versus prior year
- Commercial recovery continues; improved year-over-year results
- Quarterly net subscriber growth of 76,000
- Attrition remained at 13.1 percent and improved 40 bps from Q1 2020
- Continued progress on ADT/Google partnership and next-generation platform development

"The priority for ADT in 2021 is to drive revenue expansion through investments in new subscriber growth, strategic partnerships, and exceptional customer service," said Jim DeVries, ADT President and CEO. "Our first quarter results show that the strategy is working – we grew RMR additions by double-digits and increased our net subscribers, while also maintaining our revenue payback at 2.2 years. We have good momentum in the business as we continue to expand and enhance our offerings to protect our customers at home, at work, and on the go."

Total revenue declined 5 percent year over year to $1,305 million, driven primarily by the $82 million decrease in installation and other revenue which largely reflects the non-cash impact of ownership model changes made in 2020. Monitoring and related services revenue was up $17 million or 2 percent, driven by an increase in recurring monthly revenue and improved customer retention. Commercial installation and other revenue increased from a year ago reflecting higher outright sales revenue.

Business Highlights included the Google Nest Product Integration, as well as increasing scale in the commercial business. During the first quarter, ADT Commercial continued to expand its nationwide geographic footprint with the acquisition of SAFE Electronics, Inc., based out of Las Vegas, Nev.

ADT is increasing spending on subscriber acquisition costs and other technology investments, which the company believes will drive full-year RMR (recurring monthly revenue) growth in the mid-teens. SSN

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SUPPLIERS

Continental Access rebrands

By SSN Staff

AMITYVILLE, N.Y.—The Continental Access Division of NAPCO Security Technologies is pleased to introduce its new logo, branding and dealer program. The new, modern look encapsulates the wide variety of solutions that Continental Access offers, including enterprise, mobile, cellular, cloud, wireless locks and embedded solutions, plus the debut of an all-new program for dealers/integrators.

"Today's Continental Access offers much more than the enterprise platform and conventional hardware folks know," said Stephen Spinelli, SVP, Sales of NAPCO. "The Division's new brand look and tag line "Every Solution. One Brand" underscore its full breadth of line, and flexibility, applicable for literally every size requirement and budget. We think Continental has a lot to offer dynamic integrators in the security space, and that's part of why we're introducing an all-new Continental Dealer Program, too."

New to the Continental solutions line-up, designed for new and retrofit system add-on, are E-Access Embedded Solutions & Bluetooth Readers, Air Access cellular-based access control; and both new CA4K Access Manager App mobile control and Hosted Management, for its flagship CA4K Enterprise Security & Access Control

REBRAND *see page28*

ACQUISITIONS

SnapAV to acquire Access Networks

By SSN Staff

CHARLOTTE, N.C.—Furthering its position as a complete one-stop shop for integration partners, SnapAV announced that it will acquire premier networking solutions provider Access Networks. The acquisition, which is expected to close later this month, will broaden SnapAV's networking portfolio with new products and managed services including system design, configuration, monitoring and support.

"Adding Access Networks to the SnapAV portfolio enables our Partners to tackle any size commercial or residential network project," said G Paul Hess, SnapAV Chief Product Officer. "The pandemic has affirmed our belief that a solid network infrastructure is critical in any home or business. Access Networks complements our OvrC-enabled networking solutions including Araknis

and Pakedge solutions and strengthens our Partners' ability to handle network deployments of any size for any need."

Access Networks combines expert knowledge and experience with leading technologies to design and maintain sophisticated network solutions based on the principle of Keeping You Connected. Through its products' robust feature sets and distinctive ease-of-use and reliability, the company provides what Partners need to solve their customer's most challenging networking problems.

"More SnapAV Partners can now do more complex networking jobs with greater confidence, knowing that they are supported by Access Networks. Their industry-leading team of professionals bring comprehensive experience and high-performance hardware solutions to the SnapAV networking product portfolio," Hess added.

With Access Networks' "industry leading design and deployment services, partners can confidently deliver rapid proposals to satisfy even the most demanding clients and projects," SnapAV said. "Whether a Partner is bidding to work on a high-end residential property, a small business, or a corporate environment, Access Networks'

SNAPAV *see page 28*

ACRE acquires Ireland-based TDS

By Paul Ragusa

DALLAS—ACRE, a global leader providing state-of-the-art security systems, announced the acquisition of cloud-based workspace solutions provider TDS (Time Data Security), based in Dublin, Ireland.

Financial details of the transaction were not released.

This is ACRE's first acquisition since being acquired March 11 by Triton Partners. According to ACRE, this purchase will enhance the company's strategic expansion plans for strengthening the product portfolio and geography in the UK and Europe and bringing new cloud-based visitor management and access control products to North America.

ACRE CEO Joseph Grillo stated that this transaction will continue to expand ACRE's competitive position, noting, "We believe we can assist the excellent management team at TDS to leverage our existing reseller channels and end users to help grow this business globally under the ACRE umbrella."

Grillo told *Security Systems News* earlier this month in an extensive interview, "Access control has always been a very rich and highly fragmented space, so it is harder to find companies of scale, but now we have opportunities to look at some things that may be more transformative with deeper pockets."

TDS provides solutions that will complement the existing ACRE portfolio including the Vanderbilt, RS2, and Open Options brands. The company, which was founded by Frank Hart in 1990, has developed a portfolio of products including cloud-based visitor management, life safety and access control applications.

"This is the beginning of an exciting new chapter for TDS," TDS Founder and CEO Frank Hart said. SSN

BCDVideo, Wasabi join to deliver cloud video surveillance storage

By SSN Staff

BUFFALO GROVE, Ill. — BCDVideo, a global leader in video data infrastructure, announced that it has partnered with hot cloud storage provider Wasabi to provide video surveillance storage in the cloud.

In an industry moving rapidly toward a hybrid-cloud model, this partnership expands the ability for both manufacturers to offer their customers a complete package - BCDVideo's purpose-built, on-premises storage options and Wasabi's competitive hot cloud storage solutions. Together, these two companies deliver a hybrid cloud solution that takes advantage of existing infrastructure, as well as next-generation cloud storage technology, to secure high volumes of video efficiently and affordably.

"We are thrilled about the opportunities this partnership will open up," said Jeff Burgess, CEO at BCD International. "Wasabi's cloud technology is already optimized for the video surveillance cloud storage space, which makes it a perfect extension for our purpose-built on-premises devices. Working together is a no-brainer."

Building on more than two decades of experience

STORAGE *see page 29*

BRIEFS

Hikvision sustains continued growth for fiscal year 2020

CITY OF INDUSTRY, Calif.—Hikvision announced that it generated a total revenue of $9.78 billion (RMB 63.50 billion) for fiscal year 2020, having achieved a year-over-year (YoY) growth of 10.14 percent.

Net profits attributable to shareholders of the company were $2.06 billion (RMB 13.39 billion) reflecting YoY growth of 7.82 percent.

"As for the business in the United States, while the challenges remain, the improving economy definitely boosts our confidence," said Tony Yang, President, Hikvision USA.

"But regardless of when the market regains a sense of normalcy, we are dedicated and committed to continue to serve our supportive partners throughout this time."

Hikvision also reported its first quarter of 2021 revenues to be $2.15 billion (RMR).

Alcatraz AI, Netronix join forces for facial

REDWOOD CITY, Calif.—Alcatraz AI and Netronix Integration have announced a strategic partnership to expand their access control solutions to security business users. The two companies are partnering to deliver Alcatraz's industry-leading facial authentication solutions through Netronix's global network and customer base.

The new, innovative partnership leverages the respective technology and leadership strengths of Alcatraz AI and Netronix Integration to create compelling value for both companies and their security and risk mitigation customers.

With tailgating detection, multi-factor authentication, and frictionless entry technology playing an increasingly critical role in creating safe and secure workplaces, enterprise security leaders recognize the need to implement access systems that minimize health risks for employees, visitors, and their communities. The Alcatraz AI and Netronix partnership will provide an efficient access control solution that empowers businesses to stay ahead of the curve during their business reopening phases and beyond.

SnapAV announces plans to go public

CHARLOTTE, N.C.—Wirepath Home Systems, LLC, dba SnapAV, a leader in the connected home technology market, announced that its parent company has confidentially submitted a draft registration statement on Form S-1 with the Securities and Exchange Commission (SEC) relating to the proposed initial public offering of the company's common stock.

The number of shares to be offered and the price range for the proposed offering have not yet been determined. The initial public offering is expected to commence after the SEC completes its review process, subject to market and other conditions.

CLOUD

Continued from page 1

of confidence in us because of that focus on cybersecurity," he explained. "We have put cybersecurity as a foremost tenet of everything that we have done, and fortunately I have the cybersecurity background from Barracuda to make sure that it is done properly and that we deliver on that for customers. We have the SOC [System and Organization Controls] audits and the penetration testing and all of the things necessary to meet the audits of large, enterprise customers. We have been put through the ringer by our large enterprise customers on our security systems."

He continued, "We have been fortunate enough to avoid any corporate drama around cybersecurity, or disclosure of our video on the Internet, or hackers getting into our system, because we run a professional organization designed to serve enterprise customers the way that they need and deserve to be taken care of."

CUSTOMER RETENTION, GROWTH OF TALENT

With customer retention and satisfaction rates nearing 100 percent, Eagle Eye is doubling down on its commitment by hiring more team members, building a new manufacturing facility and improving on an already stellar service and support track record.

"One of the things our larger enterprise customers like is our global footprint, the fact that we can deliver and service all the countries that they do business," noted Drako. "They can get one cohesive system, whereas most of these customers have a smattering of different types of solutions in each location, so users are realizing that isn't very efficient, and they want to see what they can standardize in the cloud. The answer is, really the only solution that is globally available right now is Eagle Eye Networks, so it makes the decision kind of easy for them."

Drako also aptly pointed out that the company's retention numbers are all the more impressive when one considers that the majority of Eagle Eye customers go on a month-to-month type of plan.

"We have to earn their business every month, and if the quality of our service, our product, our support, isn't up to par, they are going to leave us," he said. "I am very proud to say that our customer retention rate was nearly 100 percent and I would compare that against anyone."

One of the ways Eagle Eye has been able to sustain such amazing growth is the addition of new talent, close to 100 in total in the last 90 days, noted Eagle Eye President Ken Francis.

"It is just amazing to see," Francis said, noting he was hired as employee No. 17 and now the company is at nearly 300. "As Dean mentioned earlier about the investment from Accel that we received back in October, a good 50 percent of that investment has been on the AI and technology side, but the other half of what we are spending on right now is the global expansion of our talent, and putting together the right team on the field."

Eagle Eye also scaled up its tech-support organization so someone can always answer the phone. "Now our tech support is 24-7, 365," said Francis. "And we answer the phone every time it rings and that is all around the world, which makes us so uniquely different than every other video company that I know of. I think that is reflected in our customer satisfaction ratings, which are always in excess of 95 percent."

Ken Francis

And talking support, the company is about to launch a premium support service, "where we are going to act as an extension of the end user and reseller team," Francis explained. "We are so close in the video and the data, so we can help an end user know when cameras are down, when sites are not performing properly or optimally, or when analytics are not happening correctly. We can really become an extension of their team, and we are going to go a long way toward offering those services to the enterprise-class end user."

ENTERPRISE-LEVEL CLOUD

Francis noted that out of the 40 new sales hires, 18 are at the enterprise-level.

"We are going upstream to the enterprise segment, but at the same time we are focusing on growth

CLOUD *see page 29*

NAPCO's record 3Q

By SSN Staff

AMITYVILLE, N.Y.—NAPCO Security Technologies, Inc., one of the leading manufacturers and designers of high-tech electronic security devices, wireless recurring communication services for intrusion and fire alarm systems, as well as a leading provider of school safety solutions, announced record-setting financial results for its fiscal third quarter ended March 31, 2021.

FINANCIAL HIGHLIGHTS

Among the financial highlights for the fiscal third quarter were:

Net sales for the quarter was a third quarter record of $28.2 million as compared to $26.2 million for the same period last year, an 8 percent increase.

Net income for the quarter was a third quarter record of $4.4 million, as compared to net income of $3.6 million for the same period a year ago, a 21 percent increase. Earnings per share (diluted) for the quarter was $0.24 as compared to earnings per share of $0.20 for the same period a year ago, a 21 percent increase.

Recurring service revenue for the quarter increased 43 percent to $8.9 million as compared to $6.2 million for the same period last year. Recurring service revenue now has a prospective annual run rate of $36.7 million based on March 2021 recurring revenues.

"NAPCO delivered a record-setting performance in Q3 as we generated the highest sales and net income for a Q3 in our company's history," said NAPCO Chairman and President Richard Soloway. "The robust growth in recurring service revenue and the associated gross margin continues to be primarily attributable to our commercial business, which has not been significantly affected by COVID-19 as commercial buildings must be kept secure.

"Additionally, the fire alarm business is a 'mandated business' which means, to receive a certificate of occupancy for a building, a fire alarm system is mandatory and must always function in compliance with fire codes. Because of the essential nature and high profitability of this sector, the commercial fire alarm business continues to be one of the key areas that we focus our resources on. As the communication paradigm continues to 'sunset' away from legacy copper and 3G infrastructure, it continues to create a significant opportunity for our proprietary Starlink radios and alarm systems, for both fire and burglary, to generate additional, steady streams of recurring service revenue growth."

Other financial highlights included:

Gross margin for recurring service revenue for the quarter was 86 percent as compared to 84 percent for the same period last year.

Adjusted EBITDA (earnings before interest, taxes, depreciation, and amortization) for the quarter was $5.5 million as compared to $4.9 million for the same period a year ago, a 13 percent increase. Adjusted EBITDA per share for the quarter was $0.30 as compared to $0.26 for the same period a year ago, a 14 percent increase.

Cash and cash equivalents and marketable securities were $34.1 million at March 31, 2021 as compared to $18.2 million at June 30, 2020.

Cash Provided by Operating Activities for the quarter increased 314 percent to $7.5 million as compared to $1.8 million last year and for the nine months increased 148 percent to $16.4 million as compared to $6.6 million last year.

"When COVID-19 hit, many dealers experienced limited or no access to buildings and homes to perform commercial or residential security installations," Soloway noted. "We are now seeing promising signs of a recovery and we are poised to capitalize on new business opportunities as they arise. We sell our products primarily through distribution to dealers and we continue to see strong sell-through statistics from several of our largest distributors. While some of our distributors are keeping lower inventory levels than they have in the past, which is a function of the pandemic, increased sell-through of our products from our distributors to the alarm and locking dealers during the quarter as compared to the same quarter last year, indicates that security equipment professionals are getting increased

NAPCO *see page 28*

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Alarm.com reports Q1 results, gives outlook for Q2

Total revenue, SaaS and license revenue all increase into the teens compared with 2020

By SSN Staff

TYSONS, Va.—Alarm.com reported financial results for its first quarter and provided its financial outlook for Software as a Service (SaaS) and license revenue for the second quarter of 2021 and increased its guidance for the full year of 2021.

"We're pleased to report solid results to begin the year," said Steve Trundle, President and CEO of Alarm.com. "During the quarter, we continued to see good momentum in the North American market and our service provider partners continued to drive growth as they used our technology to reinforce their strong position in the connected property market."

FIRST QUARTER 2021 FINANCIAL RESULTS AS COMPARED TO FIRST QUARTER 2020

- SaaS and license revenue increased 16.8 percent to $107.4 million, compared to $91.9 million.
- Total revenue increased 13.5 percent to $172.5 million, compared to $151.9 million.
- GAAP (Generally Accepted Accounting Principles) net income attributable to common stockholders increased to $14.8 million, or $0.29 per diluted share, compared to $8.8 million, or $0.18 per diluted share.
- Non-GAAP adjusted EBITDA (Earnings Before Interest, Taxes, Depreciation, and Amortization) increased to $35.6 million, compared to $29.2 million.
- Non-GAAP adjusted net income attributable to common stockholders increased to $25.8 million, or $0.50 per diluted share, compared to $20.9 million or $0.42 per diluted share.

BALANCE SHEET AND CASH FLOW

Total cash and cash equivalents increased to $642.2 million as of March 31, 2021, compared to $253.5 million as of December 31, 2020. The increase in cash and cash equivalents was primarily due to the issuance of $500 million aggregate principal amount of 0 percent convertible senior notes due January 15, 2026 in a private placement to qualified institutional buyers, resulting in proceeds of $484.3 million, net of $15.7 million of transaction fees and other debt issuance costs.

For the quarter ended March 31, 2021, cash flows from operations was $21.2 million and non-GAAP free cash flow was $17.2 million, compared to cash flows from operations of $12.9 million and non-GAAP free cash flow of $9.2 million for the quarter ended March 31, 2020.

FOR THE SECOND QUARTER OF 2021:

- SaaS and license revenue is expected to be in the range of $108.9 million to $109.1 million.

FOR THE FULL YEAR OF 2021:

- SaaS and license revenue is expected to be in the range of $445.5 million to $446.0 million.
- Non-GAAP adjusted EBITDA is expected to be in the range of $124 million to $130 million.
- Non-GAAP adjusted net income attributable to common stockholders is expected to be in the range of $85.6 million to $90 million, based on an estimated tax rate of 21 percent.

Based on an expected 52.4 million weighted average diluted shares outstanding, non-GAAP adjusted net income attributable to common stockholders is expected to be $1.63 to $1.72 per diluted share. SSN

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Resideo makes acquisition, has strong Q1 results

By SSN Staff

AUSTIN, Texas—Resideo Technologies, Inc., a global provider of home comfort and security solutions and distributor of commercial and residential security and audio-visual products, announced it has acquired privately held Shoreview Distribution, a distributor of professional audio, video, lighting, display and broadcast equipment. Terms of the transaction were not disclosed.

Shoreview was founded in 1989 and is based in Foxboro, Ma., with warehouse locations on the East and West coasts, serving customers across the U.S. and will be part of Resideo's ADI Global Distribution business.

"A key component of ADI's strategy is pursuing acquisitions to drive continued growth in adjacent markets and expand our base of customers and suppliers," Resideo President and CEO Jay Geldmacher said in the announcement. "This acquisition represents another important step in that strategy by further solidifying ADI's position in the Pro AV market and marks the third acquisition for our distribution business since the beginning of 2020."

Shoreview strengthens ADI's portfolio with key industry brands and builds upon its presence in the Pro AV market with an assortment of conferencing and collaboration systems, audio equipment, projection systems, video displays and digital signage. Additionally, the acquisition increases ADI's footprint with added warehouse operations to help provide immediate product availability to customers.

"Today's professional integrators demand a high-performance distributor that can provide them with top industry brands, and the support and services they need," said ADI Global Distribution President Rob Aarnes. "This acquisition expands our offering and fits into our strategy to make ADI the indispensable partner of choice for Pro AV. Shoreview complements our Herman Pro AV business, and with our scale and resources, robust product lines and industry experience and subcontracting services model, we can deliver even more value to a greater number of integrators."

Q1 RESULTS

Resideo announced its first quarter 2021 highlights, which included:

- Net revenue of $1.4 billion, up 20 percent from $1.2 billion in the first quarter 2020.
- Gross profit margin of 25.9 percent, up 180 basis points compared to gross profit margin of 24.1 percent in the prior year comparable period.
- Operating profit of $130 million, an increase of $96 million over operating profit of $34 million in the first quarter 2020.
- Positive cash provided by operating activities of $5 million, an improvement of $79 million compared to cash used for operating activities of $74 million in the prior year comparable period.

"Our positive momentum continued across both Products & Solutions and ADI in the first quarter," said Geldmacher. "Residential market demand remains robust, and ADI is seeing improved activity in commercial markets. Strong top-line performance along with our ongoing transformation work enabled us to expand our consolidated margins and overall profitability while also increasing our investment in both Products & Solutions and ADI."

Resideo's consolidated revenue of $1.4 billion in the first quarter 2021 increased 20 percent compared with $1.2 billion in the first quarter 2020. Products & Solutions revenue was $606 million, an increase of 28 percent compared with revenue of $475 million in the prior year comparable period due to strong demand across Products & Solutions' primary end markets and channels. ADI Global Distribution revenue was $813 million, an increase of 15 percent compared with revenue of $704 million in the prior year comparable period due to improved demand for products serving both commercial and residential markets and growth in e-commerce sales.

The company today updated its outlook for 2021 and now expects full-year revenue to be in the range of $5.5 billion to $5.7 billion, gross profit margin in the range of 26 percent to 29 percent and operating profit in the range of $500 million to $550 million.

The company expects second quarter 2021 revenue to be in the range of $1.40 billion to $1.45 billion, gross profit margin in the range of 25.5 percent to 27.5 percent and operating profit in the range of $115 million to $125 million. SSN

SNAPAV

Continued from page 24

advanced managed networks and cutting-edge technologies, including Wi-Fi 6, helps ensure that the job gets done right the first time."

The Access Networks' team of networking experts provides turnkey networking solutions, with custom designs created specifically for every project, including the design, hardware configuration, monitoring, and support that is included in the managed services results in a plug-and-play deployment that is secure, reliable and scalable, making its partners more efficient and productive while ensuring the best experience for their clients.

"By joining the SnapAV family, we believe our combined strengths will accelerate our growth and ability to offer broader and more comprehensive service solutions for our Partners." said Access Networks CEO Bryce Nordstrand. "We're excited to see how, together, Access Networks and SnapAV will equip our partners with more capabilities and confidence to grow their business in a way that they wouldn't have been able to before."

Access Networks President Hagai Feiner added, "This acquisition signals the start of the next great chapter in the history of Access Networks. SnapAV enables us to scale at an unprecedented rate in our core market while enabling us to develop and fully commercialize new market opportunities."

SnapAV will soon integrate Access Networks solutions with the full family of existing products, including Control4, OvrC, Wattbox, Araknis, and Pakedge, to offer Access Networks deployments with more scale, better control and smart power built into the design.

Access Networks products will be made available through SnapAV's e-commerce site and network of Local Pro Stores in the coming months. Until then, Partners can visit https://www.accessnetworks.com/ to learn more.

Established in 2005, SnapAV is a manufacturer and exclusive source of A/V, security, control, networking and remote management products for professional integrators. SSN

REBRAND

Continued from page 24

Management Platform, scalable from one to thousands of doors, integrating conventional or POE controllers, &/or wireless PIN/Prox access locking.

For more information on all Continental Access offerings, advantages, online modular training & new dealer program, please contact your regional Continental Sales Manager, CI Headquarters 1-800-645-9445, or visit online at www.cicaccess.com.

NAPCO Security Technologies, Inc. (NASDAQ: NSSC) is one of the world's leading manufacturers of technologically advanced electronic security equipment including intrusion and fire alarm systems, access control and door locking systems. The Company consists of NAPCO plus three wholly owned subsidiaries: Alarm Lock, Continental Access, and Marks USA.

The products are installed by security professionals worldwide in commercial, industrial, institutional, residential and government applications. NAPCO products have earned a reputation for technical excellence, reliability and innovation, poising the Company for growth in the rapidly expanding electronic security market, a multi-billion-dollar market. SSN

NAPCO

Continued from page 26

access to both commercial and residential installation sites."

Soloway also pointed out that school safety remains a priority at NAPCO.

"Our fully integrated technologies for the school security market continues to remain a top priority," he said. "The COVID-19 pandemic has caused some delay in spending at certain K-12 schools, colleges, and universities, but with the country starting to open up again, including schools at all levels, we are beginning to see more activity. While we have seen postponements of planned security upgrades, we have not seen a significant number of cancellations."

FINANCIAL RESULTS

In addition to the net sales Q3 record, net sales for the nine months ended March 31, 2021 increased 0.3 percent to $78.6 million, as compared to $78.4 million for the same period a year ago.

Research and development (R&D) costs for the quarter were $1.9 million as compared to $1.8 million for the same quarter a year ago and were 7 percent of sales for each of the quarters ended March 31, 2021 and 2020. Research and development costs for the nine months ended March 31, 2021 were $5.7 million as compared to $5.4 million for the same period a year ago and were 7 percent of sales for the nine months ending March 31, 2021 and 2020, respectively.

Selling, general and administrative expenses for the quarter decreased 2 percent to $6 million, or 21 percent of sales, as compared to $6.1 million, or 23 percent of sales for the same period last year. Selling, general and administrative expenses for the nine months ended March 31, 2021 decreased 3 percent to $18 million, or 23 percent of sales, as compared to $18.6 million, or 23.7 percent of sales for the same period last year.

Operating income for the three months ended March 31, 2021 increased 24 percent to $5 million as compared to $4 million for the same period a year ago. Operating income for the nine months ended March 31, 2021 was $11.4 million as compared to $11.6 million for the same period a year ago, a 3 percent decrease.

Net income for the three months ended March 31, 2021 increased 21 percent to $4.4 million, or $0.24 per diluted share, as compared to $3.6 million, or $0.20 per share, for the same quarter last year. Net income for the nine months ended March 31, 2021 decreased 5 percent to $9.9 million, or $0.54 per diluted share, as compared to $10.4 million, or $0.56 per share, for the same period last year.

Adjusted EBITDA for the nine months ended March 31, 2021 was relatively constant at $12.9 million, or $0.70 per diluted share, as compared to $13 million, or $0.70 per diluted share for the same period last year.

R&D INVESTMENTS

With the country reopening at a faster pace as COVID rates decline nationwide, Soloway noted that the results of NAPCO's R&D investments should become more evident.

"In the last 18 months we have launched several new major products and solutions, including iSecure, our all-inclusive cellular alarm system which offers the dealer the lowest upfront equipment cost in the industry, easy installation, fast programming and a quick return on investment, and (2) Air Access, our new cellular, cloud-hosted access control product line which will allow access control integrators and locking professionals to build a recurring revenue business for themselves, just like our burglar and fire alarm dealers do," he said. "While still in the very early stages, we expect both of these products to provide the company the opportunity to generate recurring service revenue from each of our divisions: alarms and connectivity, locking and access control." SSN

PRODUCT SPOTLIGHT

Megapixel Cameras

TRENDnet

4MP H.265 WDR POE IR BULLET NETWORK CAMERA

- Easy Cloud P2P QR code installation
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- Smart covert IR LEDs for night vision up to 98 feet

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FLEXIDOME MULTI 7000I

- Combines four independent 3- or 5-megapixel image sensors running built-in AI to deliver multi-directional overviews
- The camera has a single IP address and only needs one Video Management System license
- Ideal for wide-area coverage applications, such as intersections, public spaces, and retail

www.boschsecurity.com

ZKTECO USA

BS-855P22C-S7-MI

- NDAA compliance
- 5MP-better performance
- AI analytics

www.zktecousa.com

Clare Controls

CLAREVISION

- A line of three new surveillance camera series that support standalone deployment or seamless integration with ClareOne systems
- Camera series includes 2MP, 4MP and 8MP IP cameras in bullet, dome and turret styles with a variety of optional features
- The value-segment surveillance line's two app-controlled, ETL-listed series of cameras are both NDAA and Onvif compliant

www.clarecontrols.com

Johnson Controls

ILLUSTRA FLEX GEN3 IP CAMERA

- Enhanced image processing, improved low-light capability and secure boot protection against cyber-attacks
- Built-in suite of intelligent video analytics for enhanced situational awareness and faster response
- Available in bullet, indoor mini-dome, outdoor mini-dome and compact camera formats

www.illustracameras.com

VIVOTEK

CC9380-HV

- 5-Megapixel CMOS sensor; 20 fps @ 2560x1920 (WDR On), 30 fps @ 2560x1920 (WDR Off); anti-ligature design; ±25 degree tilt lens
- 180 degree horizontal panoramic view; WDR Pro (120dB) to provide extreme visibility in high light contrast scenes; built-in mic
- Supreme night visibility; weatherproof IP66-rated & vandal-proof IK10-rated housing; Trend Micro IoT security; 3D noise reduction

www.vivotek.com

Hikvision

32 MP MULTI-SENSOR PANOVU SERIES PANORAMIC OUTDOOR DOME CAMERA DS-2CD6984G0-IHS

- Mitigate Risk: A full 180-degree view and ultra-high resolution ensures that all areas are covered with no dead spots
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- Revenue Generation: Effective for identifying traffic violations at intersections

www.us.hikvision.com

Panasonic i-PRO Sensing Solutions

S-SERIES CAMERAS

- The latest technology to provide the best image quality in the industry
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- This 4MP 2.8mm Fixed Lens camera is IP67 rated and provides HD image quality, with simple installation and operation
- Robust feature set includes H.265/H.264, motion detection, true wide dynamic range (WDR;120dB), IR distance 98ft, and smart IR
- A micro SD slot offers Edge Storage with Automatic Network replenishment to work together to provide fail-safe recording

www.adiglobaldistribution.us

Oncam

ONCAM C-12 INDOOR

- Features a multi-core CPU and high sensitivity 12MP sensor
- Perfect choice for installations where detailed crisp images and a clean low profile design are essential
- Freedom to configure and tailor the camera to best serve your installation environment

www.oncamgrandeye.com

Digital Watchdog

MEGAPIX 8MP ULTRA-WIDE VIEW BULLET IP CAMERA

- 2.3mm ultra-wide view lens does not need special software
- Exceptionally short focal length — as close as 19.5~23.5 inches
- Includes Intelligent Video Analytics (IVA)

www.digital-watchdog.com

Upcoming Product Spotlights:

July
NVRs / DVRs

August
Biometrics

CLOUD

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in the emerging markets," Francis said, noting that the company has expanded its global footprint, bolstering teams at its European and Japan offices, as well as adding an experienced sales team in the United Arab Emirates (UAE) while building on its teams in the Asia-Pacific (APAC) region.

"We have had a dramatic increase in what I would call enterprise-level additions to the team, and we are starting to see pipelines get developed really quickly in those emerging markets that we were not in previously," Francis noted. "I feel like within 12-18 months we are going to be well balanced all around the globe, which I think is an incredible feat since Dean founded the company in 2012."

While the sales side buAilds out the enterprise pipeline, Francis pointed out that the company has also focused on building up the product to meet the demands of larger customers.

"As our platform features expand, we are making our product a better fit to the enterprise decision maker," he explained. "And, secondly, the enterprise user is wanting the cloud and pulling us into their applications. I know 4-5 years ago we knew it was inevitable that we were going to wind up in enterprise, it was just a matter of when."

He continued, "So now we are really seeing it as we've got customers with several thousand customers spread out over several hundred locations, so just think about the savings of not having to run large IT teams."

AI IN THE CLOUD

With the funding from Accel, Eagle Eye is making a "huge investment in the application of AI to video surveillance," said Drako. "We have a huge effort going on in that space, and you will probably see the fruits of that effort show up in the product at the beginning of next year."

Drako sees great potential with using AI to enhance and provide much better accuracy for the traditional analytics that are used today, such as people counting, line crossing, objects left behind, for example.

"There are about 20 or so, and a lot of these analytics are hand-crafted code and are modestly accurate, but what they are not particularly good at is discerning people and vehicles," he explained. "Maybe one of the best examples of this is LPR [license plate recognition] technology, which most of what is used today is what we would characterize as OCR [optical character recognition] technology. But the new LPR technology is based on AI training, the application of neural nets, and it requires more compute, so it is actually significantly more accurate."

AI also has great application in discerning people and vehicles, detecting anomalies or finding what is needed by a user in a fraction of the time using AI. "You can train it tell you to let you know when the Fed-Ex vehicles arrive each day, for example, to understand people, dogs, etc.," said Drako. "And that is very hard to do in the traditional analytics world, which has difficulty identifying what it is seeing. With this new technology and the AI that we are developing, we can identify the type of object it is so we can get higher accuracy, so we are not getting false alerts."

He continued, "It is going to be very powerful and I think it is going to change the game." SSN

STORAGE

Continued from page 24

purpose-built on-premises devices. Working together is a no-brainer."

Building on more than two decades of experience manufacturing video appliances in the surveillance security market, BCD is committed to offering customers the best user experience and value. Marrying Wasabi hot cloud storage with BCDVideo's Harmonize Bridge enables BCD and Video Storage Solutions (VSS) appliances to interact with Wasabi cloud storage and allows BCD to deliver on that commitment.

With a cloud storage option that is one-fifth the price and faster than the competition, with no additional egress fees or API request charges, Wasabi is a game-changing, leading-edge cloud technology provider.

"We see video surveillance storage requirements growing quickly and outpacing the capacities of on-premises storage alone," said David Friend, CEO of Wasabi. "By adding affordable, high performance cloud storage to the equation with BCD's on-premises storage, you get the best of both worlds.

"Wasabi has a goal to make cloud storage a simple commodity and utility, just like electricity, so together with BCD, we make video surveillance storage simple and affordable in high volumes."

Because Wasabi's cloud offering integrates with leading video surveillance vendors, customers can operate surveillance systems using anywhere from one to 1,000 cameras with varying storage needs, all with plenty of room to scale. Wasabi offers existing BCD customers flexibility as well, allowing users to use as much or as little cloud storage as works best for their system.

Using cloud storage as part of surveillance solutions allows customers to take advantage of bottomless storage, while reducing the close and build-time required for hardware overhauls. As BCD noted, with 11x9s of data durability (99.999999999% reliability), Wasabi hot cloud storage is a "powerful" addition to the BCD suite of appliances.

As video is mission critical, it is crucial to build surveillance storage systems that can archive older data at a lower cost, free up on-premises storage, and reduce the need for new CapEx spending in the meantime. Bringing BCDVideo and Wasabi together achieves that goal and paves an important path forward, according to BCD. SSN

PRESIDENT

Continued from page 15

CREATE A STANDARD PLAYBOOK FOR RESPONDING TO CYBER INCIDENTS

The Executive Order creates a standardized playbook and set of definitions for cyber incident response by federal departments and agencies. Organizations cannot wait until they are compromised to figure out how to respond to an attack. Recent incidents have shown that within the government the maturity level of response plans vary widely. The playbook will ensure all Federal agencies meet a certain threshold and are prepared to take uniform steps to identify and mitigate a threat. The playbook will also provide the private sector with a template for its response efforts.

IMPROVE DETECTION OF CYBERSECURITY INCIDENTS ON FEDERAL GOVERNMENT NETWORKS

The Executive Order improves the ability to detect malicious cyber activity on federal networks by enabling a government-wide endpoint detection and response system and improved information sharing within the Federal Government. Slow and inconsistent deployment of foundational cybersecurity tools and practices leaves an organization exposed to adversaries. The Federal Government should lead in cybersecurity, and strong, Government-wide Endpoint Detection and Response (EDR) deployment coupled with robust intra-governmental information sharing are essential.

IMPROVE INVESTIGATIVE AND REMEDIATION CAPABILITIES

The Executive Order creates cybersecurity event log requirements for federal departments and agencies. Poor logging hampers an organization's ability to detect intrusions, mitigate those in progress, and determine the extent of an incident after the fact. Robust and consistent logging practices will solve much of this problem.

"It (Executive Order) is the first of many ambitious steps the Administration is taking to modernize national cyber defenses," the White House statement said. "However, the Colonial Pipeline incident is a reminder that federal action alone is not enough. Much of our domestic critical infrastructure is owned and operated by the private sector, and those private sector companies make their own determination regarding cybersecurity investments." SSN

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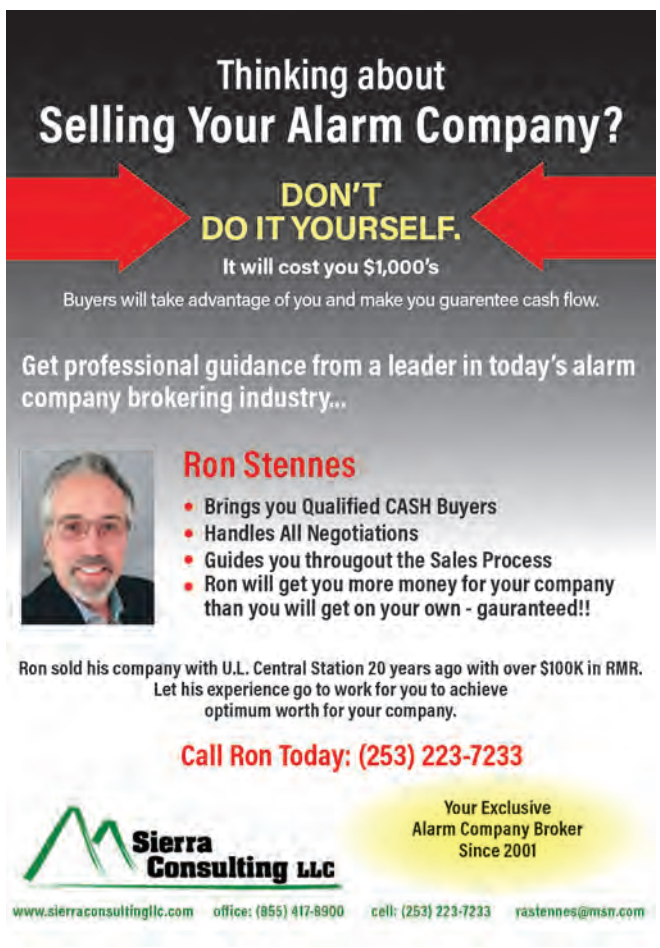
MARKETPLACE



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SSN SNAPSHOT

PEOPLE NEWS

Vector Security Networks, a division of Vector Security, Inc., and the single-source provider of physical security solutions and managed network services to multi-site businesses across North America, has hired **Allan Watters**, LPC (Loss Prevention Certified) as Head of Innovation, Retail Solutions.

Allan Watters

In this newly-created role, Watters is responsible for working with retailers and the Vector Security Networks team to develop new offerings and services. With more than 30 years of retail management experience, including 15 years serving in executive-level roles, Watters will help lead Vector in identifying and delivering innovative, differentiated solutions to North American retail customers.

Watters joins Vector Security Networks from a string of multi-billion dollar retail corporations. Over the course of his career, he has led loss prevention programs as senior vice president of asset protection with both Stage Stores and The Sports Authority. He proudly serves on the board of directors for the Loss Prevention Foundation.

"We are thrilled to have Allan join our team," said Dave Fisher, Division President, Vector Security Networks. "Allan brings a comprehensive understanding of business concepts and effective loss prevention strategies that will help our retail customers improve performance through the mitigation of expenses and shrink, reduction of losses, and margin improvement."

Clare Controls, maker of the powerful ClareOne wireless security and smart home automation system and an exclusive brand of SnapAV, today announced the appointment of **Ken Cromwell** as Channel Sales Manager for Security.

"Ken brings a tremendous amount of knowledge, high-level leadership and proven experience in both the manufacturing and dealer side of the security industry," said Clint Choate, Sr. Director – Security Market for SnapAV. "Working with Ken as the channel sales manager for SnapAV's exclusive brand Clare enables us to go above and beyond to serve our partners."

Ken Cromwell

Cromwell has more than 30 years of experience in the industry. Before joining Clare Controls, he served as the channel sales manager for Interlogix, where he worked on the sales task force for 15 years.

Cromwell also served as owner of I-QUE Technologies; operations manager for American Security Devices; president and CEO of The Security Design Group; and lead technician for Sunfast Security.

"We are thrilled to be expanding our sales team and strengthening the unrivaled level of support we offer our partners," said Brent Price, Founder of Clare Controls. "As an increasing number of integrators join Clare, hiring talent like Ken has been integral to helping our partners grow their businesses with the ClareOne platform."

FIVE QUESTIONS

Teddy Rucker

Teddy Rucker, who was recently hired as Vice President - Diversity, Inclusion & Employee Experience, Allied Universal, is this month's Five Questions feature.

MARRIED? ANY KIDS? I've had the pleasure of being married to my beautiful wife for 21 years this July. We are blessed with two amazing teenagers.

ANY PETS? We have a family dog who protects our home. He is an 8 year old pug, named Junior.

WHAT ARE SOME OF YOUR HOBBIES? I enjoy bike riding, camping and bonfires at the beach with my family. Coaching/umpiring little league and supporting youth sports in our local community is my chance to give back. But my passion is mentoring youths at our local Saddleback Church. Having the opportunity to make a positive impact on young boys' and girls' development who go on to become leaders at school, community and society are my biggest accomplishments.

WHAT TRENDS ARE YOU SEEING? I am originally from Lynchburg, VA, but moved to Southern California when I was 16. I definitely miss having seasons. Winter snow days were my favorite. Growing up, we used cardboard as bobsleds for our Olympic dreams. I also miss the smell of burning leaves in the fall, but I would never trade the year-round sunshine we enjoy in Southern California.

WHAT IS YOUR PHILOSOPHY AROUND SUCCESS ? The key to success is built on two principles: relationships and trust. These two principles directly correlates with Diversity and Inclusion. The ability to enhance trust and forge strong relationships is the key to any successful diversity and inclusion program. Our employees are no different than clients who want to feel safe and protected. I love working for an organization where safety is a priority. Building trust allows each individual to feel they can bring their whole self to work which, in turn, creates stronger relationships where everyone feels safe and inclusive.

— *Paul Ragusa*

CALENDAR

June 15-18, 2021: ESX 2021: The Electronic Security Association (ESA) will celebrate another banner year hosting the Electronic Security Expo (ESX), a leading convention and exhibition in the electronic security and life safety industry. Held in Louisville, Ky., ESX will showcase the best-of-the-best in product and service technology from the industry's most respected electronic security developers, providers and resellers. Just as important, ESX is an extremely highly regarded gathering where you will interact with members of the shared industry eco-system. For more info visit www.esxweb.com.

July 19-21, 2021: ISC West, Now taking place July 19-21, 2021 at the Sands Expo in Las Vegas, the International Security Conference & Exposition – also known as ISC West – is the largest converged security industry trade show in the U.S. At ISC West, you will have the opportunity to network and connect with thousands of security and public safety professionals that convene at the show each year to experience and explore the newest technologies and solutions from Access Control, Video Surveillance, Emergency Response, Public Safety to IT/IoT Security, Smart Home Solutions, Drones & Robotics and more! The combination of networking opportunities, special events, award ceremonies, plus the leading cutting-edge SIA Education@ISC program, makes ISC West the security industry's most comprehensive security event in the U.S. For more info visit www.iscwest.com.

Sept. 27-29: 2021 GSX 2021, GSX 2021, hosted by ASIS International, is where a global audience of leading security professionals and ASIS partners showcase their knowledge, products and services, including several training and continuing education opportunities available at all levels of expertise and knowledge. Provided it is safe to return to in-person events, GSX is scheduled to be held in Orlando, Fla. Visit www.gsx.org.

Nov. 17-18: 2021 ISC East, The International Security Conference & Exposition – also known as ISC East – is the leading event for the Northeast's security and public safety community. In addition to the Premier Sponsor, Security Industry Association (SIA), this year we are also partnering with the ASIS New York City Chapter, which has a 30-year history of producing the ASIS NYC Security Conference & Expo. As an attendee or exhibitor, ISC East 2020 will provide you with the opportunity to interact with a broader array of security industry professionals. Visit www.isceast.com.

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Panel-Powered Radio or POTS Replacement

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StarLink

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Here's How To Get All StarLink LTE Radios FREE or $100 Off

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Free Sales Intro Classes Online Every Thursday at 10am EST/PST

StarLink, Signal Boost™ are trademarks of Napco. Other marks trademarks of their respective cos. *Sugg. Net equipment pricing quoted in USD with StarLink Tradeup Incentive Program™ - $100 Incentive credit on your StarLink Account, applicable to all models. See full details www.napcosecurity.com/starlink/starlink4upgrade. Promotions subject to change without prior notice.