



SPECIFICALLY SPEAKING

**William Scabora of Atlas Consulting** *See page 3*



PRODUCT SPOTLIGHT

**Check out what's new in the smart home** *See page 21*

# SECURITY SYSTEMS NEWS

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VOLUME 24 NUMBER 5  
MAY 2021 • \$7.00

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## ACRE's Joe Grillo bullish on future, new equity partner

By Paul Ragusa

YARMOUTH, Maine—*Security Systems News* sat down, via Zoom, with ACRE CEO Joe Grillo to talk about the recent deal that brings new ownership and investment partner, Triton, on board, after a very successful run since 2013 with ACRE's prior private-equity partner, LLR Partners.



Joe Grillo

In this candid interview, Grillo talks about the exciting next phase for ACRE, the future for the company's many brands

(Vanderbilt, RS2, Open Options, ComNet, and Razberi), the state of access control, and what 2021 and beyond might look like for both ACRE and the security industry as a whole.

**SSN: What would you say is the biggest takeaway from the deal?**

**GRILLO:** No massive changes to strategy, but continue to do what we are doing, but in a bigger and faster way. We are very happy that we changed financial partners but still have the ability to operate independently and grow. So, I think we are entering an exciting next phase of ACRE's growth and existence.

We have found a partner who has really studied the space and has a

lot of ambition and views about how there may be drivers that are happening out of the most recent environment [COVID] that may accelerate some of the changes technologically and transition to different types of off-premises systems vs. on-premises systems, things like that. We are very excited that they are very excited and really got behind the trends they see in the industry and us as a platform.

**SSN: Overall, I would think this opens things up for you again, starting fresh, so to speak, with a new investor?**

**GRILLO:** We had a great run since 2013 with LLR as our private-equity sponsor and partnership **ACRE** *see page 19*

## Georgia bans false alarm fines on dealers

By SSN Staff

ATLANTA, Ga.—The Georgia General Assembly has approved a bill that would ban counties or municipal corporations from fining alarm companies for false alarms generated by a customer and through no fault of the alarm system's contractor.

"This bill has wider implications than for just our industry," said John Loud, vice president of Electronic Security Association (ESA) and President of LOUD Security Systems. "The concept of fining a company for a problem caused by its customers is the equivalent of sending someone's speeding ticket to Ford and sets a precedent that could be a threat to many industries."

"These policies do little to change user behavior, deny the user the right to confront their accuser and access to due process, and fines an innocent party for the actions of another," added Security Industry Alarm Coalition (SIAC) Executive Director Stan Martin.

The introduction of the legislation follows a bitter three-year fight after the City of Sandy Springs passed a punitive ordinance that fined alarm companies. The city's success in defending the legislation in court caused the legislature to act. Only one other Georgia city, Brookhaven, followed Sandy Springs' lead.

**ALARMS** *see page 14*



John Loud

## Security, monitoring devices sales rise

By SSN Staff

NEEDHAM, Mass.—Worldwide shipments of smart home devices are forecast to surpass 1.4 billion in 2025 with a five-year compound annual growth rate (CAGR) of 12.2 percent as consumers seek out additional conveniences brought about by home automation products and ambient computing, according to the International Data Corporation (IDC).

Home monitoring and security devices, which represents 20.5 percent of the market share, are estimated to grow at an even more impressive CAGR of 13

**IDC** *see page 14*

## Securing pot facilities

*Former undercover cop Chris Eggers: From the streets of Oakland to the private sector*

By Cory Harris

YARMOUTH, Maine—This is the path that former undercover narcotics officer Chris Eggers has taken, using the knowledge he gained learning from admitted burglars and robbers to start a new career as president of a consulting firm that offers security solutions for cannabis facilities dispensing marijuana for medicinal or recreational purposes.

On the heels of turning in his badge after more than 12 years as a police officer in the Oakland Police Department and San Francisco Police Department, Eggers told *Security Systems News* that



he voluntarily left the force to join the private sector and form his own consulting firm.

"I've got an entrepreneurial spirit that the public sector just couldn't satisfy, and never would," he explained. "I recently resigned from 12 years of law enforcement in the Oakland and San Francisco PD. My experience is fairly unique, even for cops."

**EGGERS** *see page 11*



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# NEWS

## BRIEFS

### ASIS International unveils hybrid GSX 2021 format

ALEXANDRIA, Va.—ASIS International announced its decision to move its Global Security Exchange (GSX) 2021 to a hybrid experience with in-person and digital features that will take place Sept. 27-29.

The three-day event features daily global keynote and game-changer presenters as well as concurrent education sessions focusing on the most pressing issues faced by the security profession. This integrated event will be hosted in-person at the Orange County Convention Center located in Orlando, Fla., as well as online via the GSX event portal.

"This past year left an indelible mark on how we gather, learn and network. We took these key learnings into consideration along with our new reality in re-designing the GSX experience," stated John A. Petruzzi, Jr., CPP, 2021 President, ASIS International. "The event will showcase content related to how the world has changed and how we need to evolve our thinking around global security and safety in protecting people, property and intellectual assets."

GSX 2021 will include more than 80 education sessions covering a range of topics from national security to community safety. Registrants will be able to choose how to connect to the GSX experience. The digital audience will enjoy access to a broadcast studio format, watching some sessions live with the in-person audience, exclusive live interviews, and on-demand sessions.

For more visit [www.GSX.org](http://www.GSX.org), 2021.

### SIA announces lineup for virtual GovSummit

SILVER SPRING, Md.—The Security Industry Association (SIA) has announced the agenda and speaker lineup for Part 1 of the 2021 SIA GovSummit, its annual public policy and government security technology conference that will be held as a three-part virtual conference, with sessions held on April 28, June 9 and Sept. 21.

Each year, SIA GovSummit brings together government security leaders with private industry technologists for top-quality information sharing and education on security topics affecting federal, state and local agencies. The 2021 virtual conference will examine emerging policy trends, the government's technology needs and changes in the risk environment that shape the development of products and advanced systems integration.

"SIA GovSummit delivers high-quality insights and information on how government uses security technology to meet evolving challenges and succeed across a wide spectrum of missions," said Jake Parker, senior director of government relations at SIA. "With this new three-part virtual format in 2021, we look forward to offering the program to a wide spectrum of interested attendees and delving even deeper into the most important issues for federal, state and local government security practitioners."

## SIA provides its annual update virtually

By Cory Harris

SILVER SPRING, Md.—The Security Industry Association (SIA) hosted its annual membership meeting, The Advance, on March 23 as a virtual event for the second straight year, highlighting 2020's noteworthy accomplishments in the midst of the pandemic, honoring its best and brightest members, and providing an update on ISC West, which will have a hybrid format it was announced.

SIA Board of Directors Chair Pierre Trapanese, who emceed the meeting, began by pointing out how SIA became a stronger membership association in a challenging year, increasing to 1,117 members in 2020, up from 1,028 members in 2019, with membership currently at exactly 1,150 members.

"This is absolutely fantastic," Trapanese said of the membership numbers. "This is absolutely fantastic, given the conditions

this past year. I need to thank all of you for your loyalty, for your participation. We had over a 92 percent member retention within a very challenging year. Thank you for your loyalty and strong support all year."

Trapanese added, "We're actually entering 2021 in a strong financial position. In light of the circumstances, it's fantastic work by our staff."

### 2020 ACCOMPLISHMENTS

Trapanese outlined SIA's accomplishments in 2020, including the development of a comprehensive online COVID resources hub for its members and engaged in ongoing efforts to educate, support and advocate for the security industry



Pierre Trapanese

and companies impacted by the pandemic.

"This is just an example of how SIA provided you, our membership, with the content and resources to help you guide your businesses throughout the pandemic," Trapanese said.

In addition, SIA worked with the Electronic Security Association (ESA) and The Monitoring Association (TMA) to ensure that industry professionals were classified as "essential." The association also worked with ASIS International to develop webinars and virtual training related to the pandemic.

"We really appreciate all the work that ASIS has done, and how wonderful it has been to collaborate with them this past year," he said.

Trapanese also pointed out that SIA's Women in Security Forum, which offers programs, professional development opportunities and networking events

with the goal of supporting the involvement of women in the security industry, has reached more than 650 members, and its RISE program, which fosters the careers of young professionals in the security industry, currently has more than 650 members.

He also noted that approximately 11,000 registrants took part in SIA's virtual events in 2020, with nearly 6,500 participants. "These are record numbers for us in just an amazing year given the circumstances," Trapanese said.

### SIA BOARD OF DIRECTORS

As part of its annual membership meeting, SIA nominated its 2021 Board of Directors: second-term nominees - Greg Hill, Director, Intrusion Architecture, Johnson Controls; Jody Ross, Vice President, Sales, AMAG Technology; James Rothstein, Advisor, Lee Equity Partners; Brian Wiser, Regional President,

SIA see page 22

## SPECIFICALLY SPEAKING

### William Scabora

President  
Atlas Consulting  
Dallas



### What's your role at Atlas Consulting?

I am president at Atlas Consulting, which was conceived over the years of working through the construction process. We are passionate about what it takes to make the buildings we work in comprehensively inclusive and functional.

### Please talk about some of the key areas of focus for Atlas, including any interesting projects?

We are purveyors of all thing's low voltage ... structured cabling, audio-visual, physical security (access control and video surveillance), in-building wireless, and communication services, for example.

Harnessing the synergistic nature of the IP-based

technology and security systems, we provide full scope design, construction administration, and assessments of the systems I just mentioned.

As a company we are in our infancy, but our very first project was designing the technology systems for the largest compounding pharmacy in the country, which ended up being two 85,000-square-foot buildings.

We cut our teeth in the education industry, heavy on the K-12 business, but have lucky enough to have operated within many different verticals including commercial, higher education, healthcare and court-houses.

SPEAKING see page 4

## SMB spending on physical and cybersecurity increases

By SSN Staff

DALLAS—More than half of SMBs are concerned about cybersecurity regarding employees' home networks, while 21 percent report an increase in need for products and services to protect or monitor the physical safety of the business, according to the latest research from Parks Associates.

"One-third of SMBs have already increased spending on solutions such as voice and video conferencing services, internet access, IT devices, and support, and 37% are likely to purchase cybersecurity services over the next six months," said Jennifer Kent, VP, Research, Parks Associates. "Managing and securing networks, and supporting the ever-growing portfolio of end-user devices are top priorities, and they are increasingly turning to ISPs for Wi-Fi management, network security, and other value-added services."

The international research firm presented its latest data on consumer demand in the SMB market, including opportunities for service providers,

device and system makers, and IoT solution providers to compete and deploy new value-added services in the small business sector at its Twenty-fifth annual CONNECTIONS Conference.

The opening session, Smart Products - Serving the SMB Market, featured an interactive panel addressed the shifts in the SMB market, including Andrew Goldberg, VP of Strategic Planning & Analysis, Cox Communications; James Reno, Sr. Director - Commercial Business, Alarm.com; Peter Suica, Director of National and Strategic Accounts, Johnson Controls; and JT Taylor, Product Marketing Lead, Synamedia.

"There's a growing need for business owners to remotely administer employees," said Alarm.com's Reno. "Combining intrusion, access control, video surveillance, and more on a single platform and managing it all through one interface means business owners can multitask more efficiently and virtually be in more places at once without stepping foot out their door." SSN

# Specifically Speaking

Continued from page 3

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

I have been in the industry for about 10 years, started on the structured cabling side as an integrator and grew from 3-4 door design jobs with smaller systems, to now being exposed

to projects with thousands of doors. Door hardware is my favorite!

**Can you talk about new or emerging technologies?**

I believe as we move further into the IP world, we are going to be able to leverage sub-systems within. Things like inte-

grated BLE in access points to provide metadata and cross-over integrations with physical security systems. Confluence and convergence are beautiful things.

The evolution of what's a "credential" is changing, from the aspect of encryption and



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"token" type, but I believe it will become increasingly more evident that the way we access physical and digital spaces will quickly become concentrated to a single means of credentialing,

**"I believe as we move further into the IP world, we are going to be able to leverage sub-systems within."**

—William Scabora, Atlas Consulting

such as facial recognition or use of mobile devices, via NFC and UWB. This helps to further the confluence of IT and physical security, which will continue to become more synonymous as time marches on. This will make each individual end user become more comfortable with the application, leading to better applied security all the way around.

**What is your view on the industry moving forward?**

I believe we are at the most exciting time the security industry has seen, thus far. The technology is upgrading exponentially year over year, Owner's are adopting the new technologies at a rapid pace, and there is an abundance of information available for shared wisdom and lessons learned. I would, however, say that I would like to see a fresh batch of young security individuals to help keep the momentum going.

I believe there is an incredible amount of opportunity in attracting droves of talented individuals into the sector, by advertising who we are and what we do. I am hoping to be on the front side of advocacy for the next generation of security designers. **SSN**

—Paul Ragusa

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







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# 40 UNDER 40

## Security Systems News celebrates “40 under 40” Class of 2020



### Tiffany Galarza, 40

**Director of Telecommunications Procurement and Telemanagement  
ADT**

**T**IFFANY GALARZA and her group are all about keeping businesses connected, and she takes pride in that role

in order to achieve personal and company goals.

As Director of Telecommunications Procurement and Telemanagement at ADT in Irving, Texas, Galarza is responsible for the lifecycle of telecommunications procurement and vendor management for wireline, wireless, and machine to machine (M2M). This includes sourcing, contract negotiations, order, installation, provisioning of services, invoice payment, and auditing. At ADT, that covers connectivity to all nine monitoring centers (plus corporate locations), branch offices, 20,000-plus employees, and millions of customers.

“I partner closely with the business to bring solutions that align with our overall strategic objectives and initiatives by leveraging my vendor relationships to meet those targets and propel our industry forward (i.e., ADT was the first alarm company granted FirstNet approval, paving the way for others to follow),” Galarza explained. “My group is not just a necessary line item on the P&L but instead viewed as an asset to help achieve ADT’s overall goals.”

#### “INTRIGUED BY OUR INDUSTRY”

Galarza joined the security industry in 1999 as a receptionist for Alarm Security Group (ASG) in Lisle, Ill.

“Telecommunications was also something that I was incredibly interested in, and figuring out how to pair the two, and add value in doing so, became a sweet spot for me. I briefly left the industry for a couple of years after ASG but came back again in 2004 when GTCR purchased Honeywell Security, and have been part of it since.

“I came to ADT via the Apollo acquisition in 2016, as I was previously with Protection 1 (P1), which I joined in 2010 as part of the GTCR acquisition of P1.”

Galarza added that she has been “fortunate to be men-

tored by one of the best, [ADT Chief Information Officer and Executive Vice President of Operations] Don Young, for the last 20 years, which has allowed me to grow and work on projects that have a real impact on our company and the industry as a whole.”

#### AMBIENT COMPUTING

In regard to security trends, Galarza noted that the future of smart home technology lies in ambient computing.

“Integrating that technology into security systems and platforms is the next advent in the smart home journey,” she said. “If they chose to opt-in, customers would no longer have to interact with their devices, as artificial intelligence and machine learning will study use patterns and preferences and take action on behalf of the customer, turning their smart home into a helpful home.”

Galarza added that there are “lots of exciting new security technologies coming. Still, one that gets me very excited because I think it is one that has significant potential to help so many small dealers, as well as consumers, is Cell-Bounce. The ability for a dealer to ship a [do-it-yourself] DIY product to a customer to solve the AT&T 3G sunset is a game-changer, especially with the impact that COVID has had on our industry’s ability to get into customer’s homes.

“Also, the Telecom professional in me can’t think about the 3G sunset and its impact on our industry without remembering why we must suffer it, which is to free up the spectrum for 5G. 5G itself will change the landscape of telecommunications as a whole, and seeing how that is unfolding from each carrier’s perspective is exciting.”

#### AGILITY AND BALANCE

As we navigate through these unprecedented times, Galarza noted that agility and balance are “critical” to both personal and professional success.

“Successful businesses see the tides changing and are opting to move with them (i.e. offering DIY and DIFM [do-it-for-me] options). Agility and creativity are essential for companies, and understanding that doing things the way they’ve always done them doesn’t make them successful, it makes them Blockbuster [Video].

“Along those same lines, people need to realize that they need to have the same nimbleness with themselves and their lives. Life has always moved quickly for me. As a working mother of three, I’ve had to be quick to shift since life pulls you in lots of different directions depending on the day or the minute. Right now, however, life is doing that even more so.

She continued, “Individuals and employers need to be flexible and realize that balance may not mean 8 to 5 right now. Employees are trying to juggle work and home life, and the lines have blurred unlike never before. Employers need to be mindful of that and have open conversations about what that looks like for their employees. If companies are loyal to their employees, their employees will be loyal to them.

“I saw ADT step up in so many ways during this pandemic, which solidified why I want to work for this organization. Our Executive Leadership Team was transparent, generous, and empathetic with our employees and truly cared about the well-being of every one of them.

#### INDUSTRY VIEWS

When asked about her views on the security industry going forward, Galarza cited DIY and, to an even greater extent, alarm scoring as two key factors to keep an eye on.

“DIY is proliferating fast, and as such, we need to continue to remind consumers what differentiates professional monitoring from self-monitored systems,” she said. “Alarm scoring is a game-changer for our industry. Identifying both the critical sources of data and creating a scoring standard itself was/is huge. Implementing and seeing alarm scoring at work will bring added value to our industry and be a stark reminder to consumers of the necessity of professional monitoring.”

#### TECHNOLOGY AND RETENTION

Galarza noted that the security industry is already taking steps to entice young, smart, and talented individuals.

“The more we dive into technological advances (i.e. ambient computing, IoT, robotics, AI, etc.), the more intriguing our industry will be,” she pointed out. “Additionally, young professionals are altruistic, and they want to know that what they do makes a difference in the world. Those two things alone can help spur interest in our industry.”

Galarza added, however, that recruitment alone is not enough.

“Retaining those employees and the future of our industry is vital,” she explained. “Pairing young talent with new ideas alongside seasoned talent, gives both individuals perspective and drives innovation. Providing young professionals an opportunity to grow via a career path that doesn’t have them sit in a title too long, recognizes their contributions, and offers flexibility, are all ways to retain that talent and keep our industry relevant for decades to come.” —SSN Staff



### Tyler Skiba, 33

**Supervisor, Asset Protection - Remote Operations  
Chico's FAS**

**T**YLER SKIBA is inspired and motivated by his daily responsibilities.

Skiba serves as Supervisor of Asset Protection - Remote Operations for the

Fort Myers, Fla.-based Chico’s FAS, a cultivator of brands serving the lifestyle needs of fashion-savvy women 30 years and older. His day-to-day responsibilities include management of the security operations center, burglary monitoring, digital fraud mitigation, camera management, and security-related maintenance for Chico’s, White House 1 Black Market and Soma store locations throughout the U.S., Puerto Rico, and the U.S. Virgin Islands.

Skiba told Security Systems News that after he entered the world of retail, he started to focus on asset protection. While that is his primary role at Chico’s FAS, he pointed out

that keeping the customers safe really drives him each day.

“After being hired for a typical part-time retail position and learning the many different roles of the business, my focus quickly transitioned towards asset protection,” he explained. “I was given the opportunity to join a team of professionals who provided guidance, mentorship and the foundation to make a positive impact. Although asset protection provides a vast array of benefits to a retail business, the ability to keep people safe and assist in their time of need continues to be my inspiration and primary motivation.”

#### INNOVATION

Skiba immediately offered a one-word response when asked about what new and security technology he was most excited about.

“Innovation,” he said. “Technology advancement has superseded anything I ever expected from an asset protection perspective. As technology continues to evolve and provide actionable data at a much faster pace, it is now our mission to adapt and continue to provide the invaluable human element.”

#### TRANSITION

The COVID-19 pandemic created personal and professional challenges in everyone’s lives, and Skiba and his colleagues were no exception.

“This year has provided challenges in both professional

and personal aspects of lives,” he explained. “Our team quickly transitioned to working from home this year; this was unknown territory for all of us. The ability to quickly react to this transition, while maintaining hyper-focus on our people during these challenging times, has continued to provide success to our team, and the business.”

#### KNOWLEDGE IS POWER

Skiba predicted that the knowledge gained over the past year will lead to tremendous growth for the security industry as a whole.

“These are exciting times for our industry,” he said. “We’ve gained an unbelievable amount of knowledge this year. Now is the time to utilize what we’ve learned and apply the necessary changes. Growth will undoubtedly follow.”

Looking ahead, Skiba noted that the growth of technology will lead to more young, talented people to join the security industry.

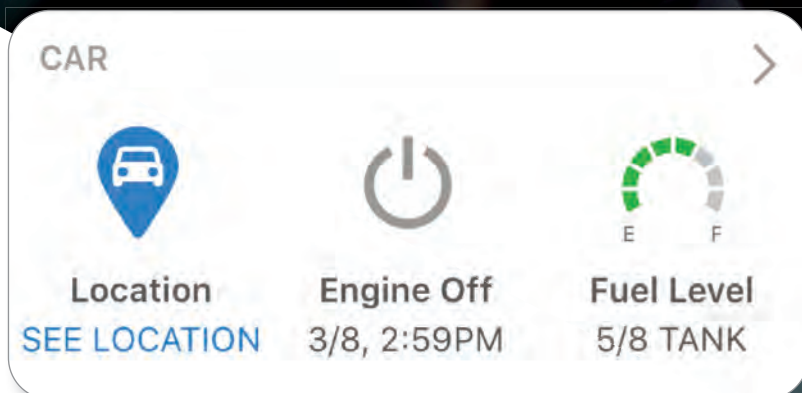
“Speaking from a long-term perspective, I believe the advancement of security technology will be the primary driver on this initiative,” he said. “As security continues to ingrate with our everyday lives in the form of technology, younger generations are going to connect and be drawn to our industry. In the meantime, in-house recruitment and careful review of applicant qualifications may be a viable option.” —SSN Staff





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## Oscar Merlo, 36

**Security Studio  
Designer**  
COMBS Consulting  
Group

**O**SCAR MERLO is a studio designer. It's not for aspiring artists or musicians; it's for his clients' security needs.

As Security Studio Designer for COMBS Consulting Group based in San Antonio, Texas, Merlo is a security system consultant who works with architects and clients in specifying and designing security systems (video surveillance, access control, intrusion) for new construction projects or renovations.

"We provide years of security experience in identifying best practices and industry-standard solutions that will fit the clients' security needs," he told *Security Systems News*.

Merlo has served in his current role at COMBS for one-and-a-half years. He

started in the security industry almost nine years ago as general electronics apprentice at a large school district in Texas, assisting technicians in troubleshooting fire, clock, sound, and burglar alarm systems.

"Out of all these systems I worked on, I found the security systems to be the most fulfilling because of the challenges it presented on a daily basis involving a variety of devices that

required troubleshooting and maintenance," he noted. "I always found myself the busiest working on these systems, and I really invested a lot of my time trying to learn more about it. It felt rewarding to come home and know that the work I put in made schools and the students in them safer and more secure."

### POE DEVICES AND CLOUD-BASED SOLUTIONS

Merlo pointed out that one of the top trends in the security industry today is an increasing interest in PoE [Power over Ethernet] devices, particularly in access control.

"Security systems have increasingly become more and more network based, prompting clients to place their IT/network administrators in charge of their security systems," he said. "With more and more PoE devices on the market, security panels may soon shift being rack mounted with their own dedicated network's patch panels and switches."

He also noted that cloud-based solutions are the "most exciting" security technology right now because "it offers the same benefits of most industry standard systems on the markets today, without the need to stand up an expensive server/data center infrastructure."

"While the pricing models for most of these systems are a little high for large enterprise customers at the moment, smaller businesses and clients with reduced or budget-restricted manpower can avoid the headache of having to hire someone to manage servers and only focus on having the personnel in place to manage the security devices, leaving those duties and responsibilities to a qualified third party."

### KEYS TO SUCCESS

Merlo offered some sound advice on how to be successful, both personally and in business, during these challenging

times.

"Find your niche in something and make it yours," he stated. "Make yourself indispensable by applying everything you have learned up until this point and continue improving on it. When I started working on burglar alarm systems, I knew nothing about them, so I opened every manual I could find on the devices on worked on and read them. No matter what the job or industry you work in, make sure that you put a quality of work that you can be proud of."

In addition, Merlo stressed the importance of integration and connectivity, in regard to the security industry moving forward.

"There will always be a need for security systems and solutions, and with it, more and more systems will become integrated and connected," he explained. "I feel confident that the industry too will become more and more connected with other systems and look forward to learning more about them."

### EARLY TRAINING

A focus on early training for a career in the security industry is essential to recruit talented young people, according to Merlo.

"There is a need for security everywhere you go, whether it's security cameras, access control doors, lockdown drills, etc., he said. "People need to know early on what those devices are for and how necessary they are. Provide more schooling and training in those fields to guide those interested. As things become more network based, there may also be an overlap of people who've studied to be network administrators/technicians, etc., who can be redirected to the security industry." —SSN Staff



## Zack Morris, 30

**Director of Commercial  
Career Programs**  
ADT Commercial

**Z**ACK MORRIS truly enjoys seeing his colleagues succeed.

As Director of Commercial Career Programs at ADT Commercial, Morris

told *Security Systems News* how his role involves mentoring employees to grow in their careers in the security industry.

"When it comes to my role at ADT Commercial, I am one of our leading champions of growth, progress and development for all employees," he explained. "Because of that, I am lucky to have the opportunity on a day-to-day basis to develop and lead programs explicitly designed around empowering our people to grow in their security industry careers and develop into true industry leaders who make a difference each day for our customers."

Morris, 30, has been at the Boca Raton, Fla.-based ADT Commercial, formerly Protection1, for the past eight years. During that time, he has contributed to a number of training initiatives.

"Some of the key initiatives I've had a hand in launching include our Department of Labor-approved technician apprentice program, our new hire training and development programs, and our non-industry staffing programs," he said.

### "HIGHER PURPOSE"

Morris entered the security industry about 10 years ago as a technician while in school and has subsequently worked in many different aspects of the business ever since.

"One of the key aspects that attracted me and later kept me on a career path within the industry is the 'higher purpose' I can see in the work that we do every day," he explained. "Not many professions allow you to wake up each morning knowing that your organization is literally saving lives, supporting businesses and the strength of their communities. That is something incredibly special that I try not to take for granted."

### "NEW AGE" POINTS

Morris noted that one of the biggest security trends he has seen recently is "the transformation from merely providing traditional electronic security services to providing cover-

age for some of the 'new age' points of interest for our loss prevention partners.

"Those points of interest can now range from enterprise risk management and active monitoring to exploring more non-traditional fields, like AI integration, robotics, or cyber security," he continued. "When looking toward the industry's future, I see this evolution continuing to bring about positive changes within the security realm. I confidently see our industry broadening our scope, expanding beyond the physical security space and transforming into a proper security/risk prevention and mitigation industry."

In regard to new security technology, Morris believes that one of the most exciting pieces of new technology is the innovative utilization of artificial intelligence (AI).

"I believe it will continue to evolve to play a more prominent role in our industry's day-to-day functions - utilizing AI's range of applications, from behavioral recognition and anonymization features, preventively recognizing violent or high-risk behavior through CCTV systems, to using AI to identify and detect vulnerabilities within the electronic security equipment itself," he said. "It is a vastly important technology because it is proactive - not reactive - in responding to physical and cyber security threats."

### RESPONDING TO CHALLENGES

During the unprecedented times we are living through as a result of the COVID-19 pandemic, Morris offered a few keys to success, both on a personal and a professional level.

"I don't think anyone can say that they were truly prepared for what 2020 had to offer," he said. "With so many difficulties manifesting themselves at once, it was - and still is - easy to feel overwhelmed. But the advice that I would give from a business perspective is to maintain the mentality that you can always execute your goals regardless of the circumstances. It may require you to pivot your strategy or adjust the angle you use to approach your goal, but you can still perform. If you are passionate about what you are doing, you can find a way. You may even find some innovation in the process."

"From a personal perspective, my advice would be to always prioritize self-care. It is always difficult to remember to take care of yourself, especially during times as unpredictable and unprecedented as these. Whether through meditation, mindfulness, yoga, or physical activity, pausing and disconnecting mentally is crucial. Taking that time allows me to keep from burning out and stay focused on what is truly important."

### EXCITING TIMES

Morris makes no secret that he is excited about the current

and future state of the security industry.

"I think the industry is currently in a fascinating place," he said. "On one hand, we have some areas that absolutely require improvement. We are coming off a year where the pandemic affected so many key business areas that have been a large revenue opportunity for many. Our industry is also facing a future talent shortage as many of our more experienced industry members reach retirement age in the coming years. That's why so much of my focus in my role has been to establish a clear and sustainable career path within our organization, and to encourage younger professionals and qualified candidates - like former military servicemembers - to consider a career in security."

"On the other hand, I also think this is one of the most exciting times to be in the security industry. As industry professionals, we have a unique opportunity to be at the forefront of groundbreaking transformation. By investing in our future talent, diversity and inclusion efforts, and with next-generation technology driving our services, I think our future is looking brighter than ever before."

With that said, Morris called the recruitment of talented people for a career in security a "a very crucial topic within our industry."

"I believe that, without dedicating significant resources industry-wide, over the next five years, we will begin to see a significant increase in the talent shortage, especially across many of our highly skilled industry positions," he explained. "One of the most significant ways we can address this issue is by investing in strategies to attract young, diverse talent into the industry. From my perspective, there are two critical areas of opportunity: removing antiquated barriers of entry and investing in young professional development programs."

Morris continued. "Our industry needs to culturally change from over-indexing where the prospective employee gained their skills, and instead emphasize what skills and proficiencies they bring. Many unique and diverse talents come from non-industry backgrounds and are often overlooked because their resume looks different from what we commonly see."

"Additionally, once we have young talent, I believe it is our responsibility to develop their skillsets to become the future class of talent our industry needs. These young professionals will determine if our industry achieves excellence in the coming years. By investing in areas like mentorship, certification, and leadership development, we are not only making decisions that make sense business-wise, but also are truly investing in our industry's bright future." —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.

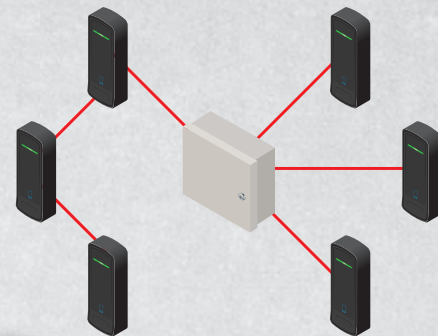


4 OSDP is built on the RS-485 serial transmission standard, needing just four conductors.



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.



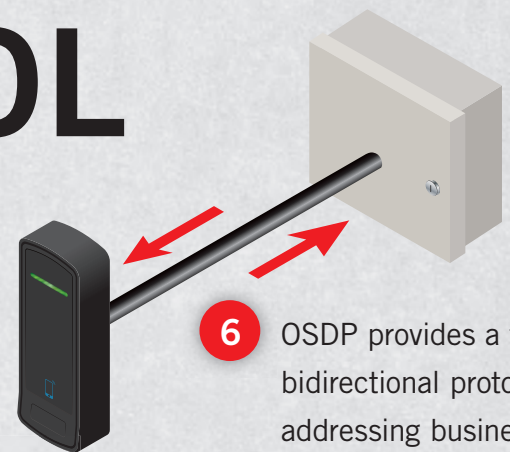
5 OSDP offers point-to-point and multi-drop topologies.

# 10 THINGS

# ACCESS CONTROL CUSTOMERS MUST KNOW ABOUT OSDP

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).



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



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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**For a complete, in-depth  
OSDP white paper, visit  
[www.farpointedata.com/osdp](http://www.farpointedata.com/osdp)**



# EDITORIAL

## Gartner outlines top trends for 2021

GARTNER ANALYSTS explored industry trends at its Security & Risk Management Summit APAC, March 23-24, noting that security and risk management leaders must address eight top trends to enable rapid reinvention in their organization, as COVID-19 accelerates digital business transformation and challenges traditional cybersecurity practices.



Paul Ragusa

In the opening keynote at the Gartner Security & Risk Management Summit taking place virtually in APAC today, Peter Firstbrook, research vice president at Gartner, said these trends are a response to persistent global challenges that all organizations are experiencing.

"The first challenge is a skills gap. 80% of organizations tell us they have a hard time finding and hiring security professionals and 71% say it's impacting their ability to deliver security projects within their organizations," said Firstbrook.

Other key challenges facing security and risk leaders in 2021 include the complex geopolitical situation and increasing global regulations, the migration of workspaces and workloads off traditional networks, an explosion in endpoint diversity and locations and a shifting attack environment, in particular, the challenges of ransomware and business email compromise.

The following top trends represent business, market and technology dynamics that are expected to have broad industry impact and significant potential for disruption.

Gartner Top Security and Risk Management Trends, 2021

### TREND 1: CYBERSECURITY MESH

Cybersecurity mesh is a modern security approach that consists of deploying controls where they are most needed. Rather than every security tool running in a silo, a cybersecurity mesh enables tools to interoperate by providing foundational security services and centralized policy management and orchestration. With many IT assets now outside traditional enterprise perimeters, a cybersecurity mesh architecture allows organizations to extend security controls to distributed assets.

### TREND 2: IDENTITY-FIRST SECURITY

For many years, the vision of access for any user, anytime, and from anywhere (often referred to as "identity as the new security perimeter") was an ideal. It has now become a reality due to technical and cultural shifts, coupled with a now majority remote workforce during COVID-19. Identity-first security puts identity at the center of security design and demands a major shift from



traditional LAN edge design thinking.

"The SolarWinds attack demonstrated that we're not doing a great job of managing and monitoring identities. While a lot of money and time has been spent on multifactor authentication, single sign-on and biometric authentication, very little has been spent on effective monitoring of authentication to spot attacks against this infrastructure," said Firstbrook.

### TREND 3: SECURITY SUPPORT FOR REMOTE WORK IS HERE TO STAY

According to the 2021 Gartner CIO Agenda Survey, 64% of employees are now able to work from home. Gartner surveys indicate that at least 30-40% will continue to work from home post COVID-19. For many organizations, this shift requires a total reboot of policies and security tools suitable for the modern remote workspace. For example, endpoint protection services will need to move to cloud delivered services. Security leaders also need to revisit policies for data protection, disaster recovery and backup to make sure they still work for a remote environment.

### TREND 4: CYBER-SAVVY BOARD OF DIRECTORS

In the Gartner 2021 Board of Directors Survey, directors rated cybersecurity the second-highest source of risk for the enterprise after regulatory compliance. Large enterprises are now beginning to create a dedicated cybersecurity committee at the board level, led by a board member with security expertise or a third-party consultant.

Gartner predicts that by 2025, 40% of boards of directors will have a dedicated cybersecurity committee overseen by a qualified board member, up from less than 10% today.

### TREND 5: SECURITY VENDOR CONSOLIDATION

Gartner's 2020 CISO Effectiveness Survey found that 78% of CISOs have 16 or more tools in their cybersecurity vendor portfolio; 12% have 46 or more. The large number of security products in organizations increases complexity, integration costs and staffing requirements. In a recent Gartner survey,

80% of IT organizations said they plan to consolidate vendors over the next three years.

"CISOs are keen to consolidate the number of security products and vendors they must deal with," said Firstbrook. "Having fewer security solutions can make it easier to properly configure them and respond to alerts, improving your security risk posture. However, buying a broader platform can have downsides in terms of cost and the time it takes to implement. We recommend focusing on TCO over time as a measure of success."

### TREND 6: PRIVACY-ENHANCING COMPUTATION

Privacy-enhancing computation techniques are emerging that protect data while it's being used — as opposed to while it's at rest or in motion — to enable secure data processing, sharing, cross-border transfers and analytics, even in untrusted environments. Implementations are on the rise in fraud analysis, intelligence, data sharing, financial services (e.g. anti-money laundering), pharmaceuticals and healthcare.

Gartner predicts that by 2025, 50% of large organizations will adopt privacy-enhancing computation for processing data in untrusted environments or multiparty data analytics use cases.

### TREND 7: BREACH AND ATTACK SIMULATION

Breach and attack simulation (BAS) tools are emerging to provide continuous defensive posture assessments, challenging the limited visibility provided by annual point assessments like penetration testing. When CISOs include BAS as a part of their regular security assessments, they can help their teams identify gaps in their security posture more effectively and prioritize security initiatives more efficiently.

### TREND 8: MANAGING MACHINE IDENTITIES

Machine identity management aims to establish and manage trust in the identity of a machine interacting with other entities, such as devices, applications, cloud services or gateways. Increased numbers of nonhuman entities are now present in organizations, which means managing machine identities has become a vital part of the security strategy.

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## Diana Hanna

National Director of Business Development and Strategic Accounts

PSA Security

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 PSA Security National Director of Business Development and Strategic Accounts Diana Hanna, who focuses on recruiting new companies to join PSA while working closely with companies that are already equity owners of PSA.

PSA is a global systems integrator consortium made up of the most progressive security and audio-visual systems integrators in North America. Combined, PSA members boast more than 500 branch locations, employ more than 13,500 industry professionals and are responsible for more than \$4.5 billion annually in security, fire, life safety and pro audio-visual installations. PSA's mission is to empower its owners to become the most successful systems

integrators in the markets they serve, and brings this mission to life by partnering with

**"I feel we have come a long way but have a long way to go. We still do not see a lot of women CEOs in the security industry."**

**—Diana Hanna**

industry leading product and solution providers, delivering unparalleled education and training programs and by offering a variety of distinctive services that can enhance any company's operations.

The following is an exclusive Q&A with Hanna:

**SSN: How did you get into and**

**what inspired you to get into the security industry?**

**HANNA:** I started in the consumer video business when there were video stores that rented movies and sold tape and VCR's. Then I moved into the broadcast video world for a short time and was pulled in the security side by a rep company that I worked for. The first product line I sold on the security side of the industry was RCA. Wow that was a long time ago!

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

**HANNA:** It has been mostly good; I am ok being in a room full of men. I grew up with a house full of brothers so it was not hard for me to be around all men. I do not think I could have survived at the beginning if I didn't have thick skin. There were a few times that I could not get product lines because I was a female principal, but I just moved on and found a better

product line to sell against the ones that turned me down.

Back in those days they told me they could not hire me because I was female; that wouldn't happen today. At least I hope it wouldn't happen today. Women are great salespeople – we are very organized and build great relationships and we are very good at relationship selling.

**SSN: What has been done to get more women/diversity into leadership/management roles in the industry, and what else can be done?**

**HANNA:** I feel we have come a long way but have a long way to go. We still do not see a lot of women CEOs in the security industry, for example.

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

**HANNA:** When I first came into the industry it was hard to get people to listen to me as a female and really be heard. I had to ask more questions than my male counterparts so that people understood that I knew what I was talking about. The industry has always been ever changing and you need to learn the industry and products. You cannot fake it. If you do not know answers to questions you need to not be afraid to say you don't know something and go find the answers.

**SSN: Have you had any role**

**models who have helped you out along the way that you would like to mention?**

**HANNA:** Customers, I have learned so much from every customer I have had. I learned how important relationships are from them.

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

**HANNA:** Give it a chance – there are lots of opportunities in the industry. I never thought as a 20-year-old that I would be in the security industry because it wasn't a "glamorous" industry. However, I have learned a lot and gained some great business relationships from some very smart people. Also, you must think that you are making the world a better place with security products.

**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?**

**HANNA:** I am glad I am in the security industry; we are here to save lives and cut down on crime. With products like thermal cameras we are trying to help keep people safe during the pandemic. We should be proud we are in an everchanging industry, staying up on technology, and helping to make our country a safer place to live. **SSN**



## EGGERS

*Continued from page 1*

"I spent a considerable amount of time working undercover infiltrating known violent offenders and violent offender groups. My knowledge base is from offenders themselves, admitted burglars and offenders teaching me what they looked for when they commit crimes and target specific places and people."

With the knowledge he gained working undercover, Eggers formed Cannabis Compliant Security Solutions (CCSS), a consulting firm that allows him to take what he learned undercover and use that knowledge to advise cannabis facility operators what they could do to protect their business and decrease any vulnerabilities that alarm companies and guard companies may not address.

"My passion is cannabis. I am now starting my own firm around security consulting in the cannabis space," he said. "I aim to offer security plans for pre-permanent businesses, and I offer security audits, identifying deficiencies as I see them through the eyes of a burglar or robber on a physical

space.

"The end product is a report. My most recent one was 17 security deficiencies, and regulatory issues too that would have somebody up if the regulatory bodies came knocking."

Eggers noted that the report is "really simple to read. What is the issue, what is the security principle behind it, and then the recommendation on how to fix it."

### LEARNING IN THE FIELD

Eggers began his career in law enforcement with the Oakland Police Department. After several years working patrol in East Oakland, he was transferred to a specialized unit tasked with curbing violent crime in Oakland's most dangerous neighborhoods. Eggers spent a considerable amount of time working undercover around admitted burglars and robbers. He completed Security Audit and Crime Prevention Through Environmental Design (CPTED) training, but his differentiating experience and expertise was gained through the teachings from admitted offenders.

"It's really the experience of being brought around by a burglar or robber and saying to me, 'I'm hitting this building later,' or 'I'm going to stake out this grow facility,' whatever

the case may be, and really peeling the layers back of that onion and understanding why," he explained. "Why did you target that one and not that one? It's really interesting when you really get inside the mind of an offender."

### PROVIDING SECURITY SOLUTIONS

CCSS has a deeply rooted background in law enforcement and compliance. The firm's website, states, "We understand what is required of you and can help get you there quickly and seamlessly. We can design and implement a security solution for your business that works and does not take away from your true passions."

As CCSS president, Eggers specializes in security audits and pre-compliance checks, identifying security vulnerabilities that alarm companies and guard companies may not typically address. He helps identify areas of vulnerability within cannabis businesses with respect to physical security, staff, vendors and customers. Eggers also identifies procedural security risks and addresses these risks with recommendations and training.

"I think that as this industry emerges, people have to understand the limitations of an alarm, the limitations of a guard, the lim-

itations of your camera," he said. "What I focus on, from an offender's point of view, is addressing all of the risks that exist when you only check those main boxes."

In addition, Eggers' vast experience within law enforcement could help clients with regulation and compliance issues that a business may have with respect to security, authoring security plans, camera mapping, internal loss prevention, creating standard operating procedures and helping clients through the permitting process.

As stated on the CCSS website, "What sets us apart from others is our ability to be by your side through the entire permitting and 'sign off' period. Our work isn't done until law enforcement gives you the 'all clear,' and we will make sure that is done as quickly and efficiently as possible."

Among the solutions that CCSS offers its clients are:

- Cannabis-Compliant Security Cameras
- Access Control/Badging
- Alarm Systems/ Intrusion/ Panic Buttons
- Law Enforcement Liaison Services
- Security Guard Training
- Physical Security Audits

- Camera/Equipment Mapping

CCSS can provide your business with a custom, detailed map of cameras, access control, intrusion detection and panic buttons that not only is most effective, but also satisfy the regulatory requirements placed on you. Easy to read and understand, this will help explain your plan during the permitting process.

### READY TO GO

By jumping into a new venture just one week after handing in his badge, Eggers is chomping at the bit to offer his unique perspective on how to protect cannabis facilities.

With his vast experience working undercover, learning the mindset of burglars and robbers when they target a person or business, Eggers is laser focused on providing extreme value for cannabis operators to make sure they are well informed on how to protect their business.

"My experience is unique in that I was taught from the offenders themselves," he noted. "My approach is much different than those of my colleagues. For better or worse, I'm starting a new venture, but I hope to add value using the knowledge that I have." **SSN**



# COMMERCIAL & SYSTEMS INTEGRATORS

## Security 101 names new president

By SSN Staff

WEST PALM BEACH, Fla.—Security 101 announced that Michael Walton has been promoted to the role of President for Security Franchisors, LLC and Security 101, effective immediately.

In his new position, Walton will oversee all franchising operations and corporate department managers will report directly to him. Walton will continue to report to Security 101 founder and Chief Executive Officer Steven Crespo.

In his prior role as Chief Operations Officer, Walton provided operational expertise for the entire Security 101 organization while overseeing the company's financial health and mentoring franchise owners.



Walton also managed the company's franchise development and software development teams and saw 14 franchise locations added. During Walton's leadership Security 101's portfolio of 53 franchise locations has seen substantial revenue growth.

"To say Michael has been a key component in managing, supporting, and helping to grow this organization would be an understatement," said Crespo. "He is committed to finding new and operationally-sound ways to expand the franchising business while training and supporting our locally-owned offices as they grow within their respective markets. He is a strong leader and I'm confident he will guide our organization to even greater success."

As a 30-year veteran of the security industry, Walton has worked for Security 101 since 2008. Prior to joining the corporate team he was the

*Continued on the next page*

## Convergent acquires in Latin America and Asia Pacific

Deals allows Convergent to continue its global expansion efforts

By Cory Harris

SCHAUMBURG, Ill.—Convergent Technologies has made two acquisitions already this month, expanding the global systems integrator's reach into Latin America and Asia Pacific regions. As Convergent's CEO Ken Lochiatto told *Security Systems News* last month, they will be very active over the next few months.

"You'll probably see one, if not two, acquisitions per month, that will allow us to continue to grow into verticals that we're already established in, that we're having great success in," he said. "Geographically, we'll look to add to our resources around the world to make sure that, as best we can, wherever we are around the world, our Convergent colleagues are meeting the needs of our customers."

In keeping with that promise, Convergent acquired Diebold Nixdorf's Asia Pacific Electronic Security Business and Seal Telecom, a proven sys-

tems integration provider with reach throughout Latin America.

### ASIA PACIFIC

Diebold Nixdorf's Asia Pacific Electronic Security Business provides comprehensive security solutions for financial, retail, and other verticals across the APAC region. The company's service offerings include security system design, integration, installation, maintenance, embedded services, PA system, integrated building management system, and fire system implementation.

"Our new colleagues in APAC will help us support both local and multinational customers, in alignment with our culture and values," said Lochiatto. "Together we can provide even stronger service across this key international market, enabling Convergent's goal of being our customers'



Ken Lochiatto

best service provider."

Diebold Nixdorf's people and approach to customer service strongly aligns with Convergent's culture and its Values & Beliefs. The new colleagues will join Convergent's APAC subsidiary, ICD Security Solutions.

"This is a significant milestone for our Asia Pacific business," said Tony Wang, CEO of ICD Security Solutions. "Not only does the team bring a wealth of experience in the financial, data center, and critical infrastructure verticals, but the acquisition also boosts our capabilities in various key locations in APAC, helping us better serve our clients at a local level and further expand our reach."

Ashish Jaiswal, Vice President Electronic Security, Asia Pacific, Diebold Nixdorf, added, "Over the years, we have organically grown our electronic security business to become a leading provider of security solutions across markets in APAC. We are

*Continued on the next page*

## Allied Universal hires financial veteran as global CFO

By SSN Staff

SANTA ANA, Calif.—Allied Universal recently hired Tim Brandt as the company's Global CFO. Brandt will lead the financial operations of the company, and will focus on the upcoming acquisition and integration of G4S, and the eventual IPO of the newly consolidated company.

Prior to joining Allied Universal, Brandt worked for 30 years with Deloitte and was the Managing Partner of the Orange County practice for the last four years of his career. He specialized in mergers and acquisitions, initial public offerings and public debt offerings. Additionally, Brandt has international experience having worked in Deloitte's

Osaka, Japan office.

"Tim brings more than 30 years of leadership with a proven track record in corporate and operational finance," Allied Universal Chairman & CEO Steve Jones said in the announcement. "He complements our strong performance-oriented culture, and we believe his impressive reputation for execution and achieving results makes him the right choice to lead our finance and accounting operations. We welcome Tim to our team and look forward to his contributions as we embark on our global growth through our recent acquisition of G4S."

Brandt is joining Allied Universal at an exciting

and critical time in the company's history and is looking forward to the challenge.

"I'm honored to join the exceptional team at Allied Universal," said Brandt. "I'm looking forward to working with such a dynamic, acquisitive company and am truly impressed by the team's dedication to achieving remarkable results. My goal is to build upon the company's history of success and capitalize on opportunities to continue to grow the business."

*Continued on the next page*



Tim Brandt

## BRIEFS

### Sage Integration adds national project manager

KENT, Ohio—Sage Integration, a security integration provider serving enterprise Fortune 100 clients, has named Ross Westermann as its national project manager. Westermann will oversee project and contract management, engineering review and provide sales support as Sage expands its client base across the U.S.

John Nemerofsky, Sage Integration's chief operating officer, said increasing demand for services from national and global clients made hiring an experienced project manager vital.

"For 12 years, Ross has consistently created world-class client experiences, starting with a vision of the project completion," he said. "He understands the importance of scheduling, budgets, forecasting, workflow and the impact of technology on a client's security operations. And he is a master in communicating throughout the project. We're thrilled to have him join our operations team."

### SYNNEX merges with Tech Data in \$7.2B deal

FREMONT, Calif. and CLEARWATER, Fla.—SYNNEX Corp. and Tech Data, which is wholly owned by funds managed by affiliates of Apollo Global Management, Inc., announced a merger agreement valued at approximately \$7.2 billion, including net debt.

The combined company, with approximately \$57 billion in estimated pro forma annual revenues and a team of over 22,000 associates and colleagues, will provide customers and vendors with expansive reach across products, services, and geographies to accelerate technology adoption.

Under the terms of the agreement, Apollo Funds will receive an aggregate of 44 million shares of SYNNEX common stock plus the refinancing of existing Tech Data net debt and redeemable preferred shares of approximately \$2.7 billion.

### SafeGuard Cyber raises \$45m in financing

CHARLOTTESVILLE, Va.—SafeGuard Cyber, a leading SaaS-based platform dedicated to managing the entire lifecycle of Digital Risk Protection, announced it has raised \$45 million of equity and debt led by NightDragon with participation from Cisco Investments and previous investor, Allegis Cyber.

SafeGuard Cyber's AI-powered platform empowers businesses to adopt critical collaboration, social media, and mobile chat digital channels while reducing cybersecurity risk and ensuring compliance. These technology areas have become essential with today's remote work environment.



## CONVERGINT

*Continued from the previous page*  
tremendously excited to join the Convergent and ICD family. With the combination of two strong integrators, we will be well-positioned to expand our business offerings and presence across the region to better serve our customers.”

Diebold Nixdorf's Asia Pacific Electronic Security Business

## ALLIED

*Continued from page 1*

Allied Universal, a leading security and facility services company with more than 265,000 employees and revenues over \$9.5

billion, provides unparalleled security services and technology solutions. With offices located throughout the nation as well as internationally (Canada, Mexico, United Kingdom), Allied Universal is responsible for

“My goal is to build upon the company's history of success and capitalize on opportunities to continue to grow the business.”

protecting more than 50,000 client sites covering multiple specialty sectors such as higher education, healthcare, retail, commercial real estate, government and corporate campuses, etc. For more information, please visit [www.aus.com](http://www.aus.com). **SSN**

brings the total number of Convergent acquisitions to 43.

### LATIN AMERICA

Seal Telecom provides innovative audio and video, unified communication, smart buildings, broadcast, and fire and security solutions. In September 2020, Seal and Convergent entered into an exclusive strategic partnership, expanding and enhancing both companies' customer service capabilities across the LATAM region.

“Convergent's acquisition of Seal reinforces our commitment to providing our global customers with the consistently exceptional customer service that we're known for,” said Lochiatto. “Seal Telecom is a critical addition to our global team—we're well-positioned to provide support to both our local and multinational customers across regions, in alignment with our culture and values.”

Seal's deep expertise and its people-first, customer-centric, inclusive environment centered on colleagues enables Seal to provide an exceptional customer experience focused on reduced service times, multilingual options, and 24/7 customer support. Seal Telecom brings 20 years of experience across LATAM and adds over 500 colleagues to the Convergent team, servicing Brazil, Argentina, Chile, Colombia, Peru,

Mexico, and the Caribbean.

“The synergy and partnership between Seal Telecom and Convergent has been invaluable to our clients,” said Daniel Skit, CEO of Seal Telecom. “After working together closely, we're thrilled to join the Convergent team and increase our ability to serve multinational companies and deliver innovative technology solutions in our region and to the globe.” **SSN**

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## SECURITY 101

*Continued from the previous page*  
Operations Manager for the Security 101 franchise located in South Florida. Michael is also a Security One Systems alum where he was the Vice President of Operations. Mr. Walton served in the United States Navy and the United States Naval Reserve, retiring as a Chief Petty Officer.

“I am looking forward to working with our team of franchise owners and strategic industry partners while continuing to make improvements that will expand our incredible organization,” Walton said.

Walton will remain based at Security 101's corporate headquarters in West Palm Beach, Florida.

Security 101 protects business assets and employees through an industry-first, systems integration franchise of experts who work locally to engineer, install, operate, monitor, manage and maintain integrated security solutions. Commercial clients have the best of both worlds — a trusted national company with local ownership. Security 101 has locally owned franchise locations in 53 U.S. cities and is constantly expanding. **SSN**



# MONITORING

## The Monitoring Association launches revised IQ Certification program

By Paul Ragusa, Editor

McLEAN, Va.—The Monitoring Association (TMA) has revised the Installation Quality Certification Program “IQ Certification,” noting that it is the only quality control program for installations, maintenance and service of electronic security systems.

The program was initially developed by the Electronic Security Association’s (ESA) False Alarm Committee as a means to reduce the occurrence of false alarms and has been broadly endorsed by security industry associations including CANASA, ESA, the False Alarm Reduction Association (FARA); the Security Industry Alarm Coalition (SIAC), Security Industry Association (SIA), as well as The Monitoring Association (TMA). TMA assumed the designation in early 2020.

“The Monitoring Association (TMA) felt honored to have been approached to take ownership of the IQ Program,” TMA Executive Director Celia T. Besore, MBA, CAE, told *Security Systems News*.

“One of TMA’s goals is to reduce false dispatches in the industry, and any program, such as the IQ



Program, that promotes quality installations and quality monitoring done by trained professionals goes hand-in-hand with our mission and deserves our attention.”

TMA President Don Young added, “Systems designed properly, with the proper equipment, installed properly, by trained technicians, monitored properly, and operated by properly trained users typically operate without fault or failure for years and reduce false alarms. The IQ program requirements are in direct alignment with TMA’s mission of advancement and commitment

to excellence. It is a valuable addition to our program portfolio.”

The IQ Certification program was approved by AT&T FirstNet “to satisfy one of the certification requirements to participate in the FirstNet program, the other being having a listing by a Nationally-recognized Testing Laboratory (NRTL) such as UL, ETL, or FM,” Besore noted.

Amherst Alarm President and CEO Tim Creenan pointed out that the IQ Certification Guidelines provided a foundation upon which his company has established best practices for operations.

“These guidelines have helped us create and grow a business that provides systems that consumers can trust because of the demonstrated low dispatch rates,” Creenan said. “The program has also created a large competitive advantage for us. Our sales team uses the IQ certification to differentiate our company from the competition. It is a wise investment for any security systems company to invest in quality.” **SSN**

## NFPA releases Fire Prevention Program Manager Online Training Series

By SSN Staff

QUINCY, Mass. —The National Fire Protection Association (NFPA) has launched a new Fire Prevention Program Manager Online Training Series to help the building industry understand and adopt the strategies defined in NFPA 241, Standard for Safeguarding Construction, Alteration, and Demolition Operations, which calls for a fire prevention program and a designated manager to enforce safety onsite.

The topic will also be discussed by a panel of industry

experts during an Addressing Fire Safety Challenges During Construction webinar on April 15.

In recent weeks, massive building-under-construction fires have occurred in Las Vegas, Dallas, and Everett, Wash., underscoring NFPA research which shows an average of 3,840 fires in structures under construction and 2,580 fires in structures under major renovation per year. Building-under-construction fires cause an average of four civilian deaths, 49 civilian injuries, and \$304 mil-

lion in direct property damage annually, while fires in buildings undergoing major renovation cause an average of eight civilian deaths, 52 civilian injuries, and \$104 million in direct property damage annually.

“We need to enhance safety on construction sites by ensuring that more building owners, contractors, trade workers, and code enforcers are informed about construction site fire prevention and protection strategies,” NFPA President and CEO Jim Pauley said. of the NFPA Fire & Life Safety Ecosystem. **SSN**

endorsed by the Georgia Association of Chiefs of Police,” said Martin. “The model ordinance, which fines alarm users, obtains an average 60 percent reduction in false dispatches and impacts those causing most of the problems. In fact, 85 percent of alarm systems generate no calls to the police in any given year.”

Under the law, companies are responsible for false alarms they cause due to faulty equipment or installation or failure

to use a mandated system requiring two calls to an alarm site before notifying police.

“Common sense prevailed,” said Loud. “Our industry stands ready to work with any community that wishes to reduce unnecessary dispatches with a proven model and experts ready to assist.”

Governor Brian Kemp is expected to sign the bill later this month. **SSN**

## IDC

Continued from page 1

percent through 2025, growing from 164.2 million in 2020 to 302.5 million devices shipped, IDC predicted. Home monitoring and security devices will increase its market share to 21.2 percent through the forecast period.

IDC noted that growth in smart speakers and displays is expected to slow over the next few years as the installed base of these devices approaches maturation and consumers look to other form factors to access smart assistants in the home, such as thermostats, appliances, and TVs to name a few.

“Sales of smart home devices have remained fairly resilient during the global Covid-19 pandemic,” said Adam Wright, senior research analyst, Smart Home. “The market faced some challenges in 2020, the result of high unemployment, an uneven economic recovery, and lockdown measures, among other factors. But nonetheless, 2020 saw positive year-over-year growth across all device categories.”

He continued, “Consumers have shifted their spending priorities from other areas like vacations, going out to eat, or visiting cinemas to focus on adding more comfort, conveniences, and entertainment at home. As such, we have seen that smart home devices like streaming sticks, smart speakers, security devices, smart lights, and others have performed well over the past year.”

IDC’s Worldwide Quarterly Smart Home Device Tracker found that worldwide shipments of smart home devices reached 801.5 million units in 2020, an increase of 4.5 percent over 2019, driven by the rise of home automation products and ambient computing through smart speakers and other products.

The United States will represent the lion’s share of unit shipments during the next several years and will grow at a compound annual growth rate of 3.8 percent over the forecast period with more than 451.3 million units shipped in 2025. **SSN**

## BRIEFS

### Marine Corps Gen. James T. Conway (Ret.) delivers keynote at TMA meeting

McLEAN, Va.—Marine Corps Gen. James T. Conway (Ret.) delivered the opening keynote address, Leadership Lessons from an Old Jarhead, at the association’s 2021 Mid-year Meeting, held virtually April 20-22.

General Conway’s comments reflect on his extensive experience as a military leader.

“Leadership, which has always played a critical role in the success of teams and companies, took on new significance in the last year,” said TMA President Don Young. “With the onset of the pandemic, we witnessed those leaders among us who possessed the distinct set of skills, knowledge, and experience required to navigate and effectively manage amidst a crisis of unprecedented proportions. General Conway is one such leader. It is an honor and a privilege to have him keynote our meeting.”

General Conway’s address offered lessons learned from 40 years of leading America’s finest, during peacetime and in war. His presentation focused on mid- and senior-level business leaders and discussed leadership styles, as well as essential qualities of an effective leader.

### PureTech Systems releases Rapid Deploy Virtual Perimeter

PHOENIX, Ariz.—PureTech Systems, a privately owned company that develops, markets and supports patented location-based artificial intelligence (AI) video analytics software, PureActiv, for real-time safety and security applications, announced the release of the PureActiv Rapid Deploy Virtual Perimeter.

Scalable to small and large perimeters, the new Rapid Deploy Virtual Perimeter Unit (RDVPU) provides a temporary or permanent virtual perimeter protection system that requires very little deployment time. The smart and effective protection system uses a wireless connection to transmit alarms and video to a co-located or remote command and control center.

The RDVPU is equipped with PureTech’s patented AI and geospatially boosted video analytics, PureActiv, which provides among the highest probability of detection while maintaining near-zero nuisance alarms. The system is enhanced with the use of radar, a pan-tilt-zoom (PTZ) camera, and optional loud hailers and light deterrents. In addition, the RDVPU is solar powered, needing little to no backup fuel, thus providing an environmentally friendly protection system that does not require ground penetration and has no impact on local wildlife.

“Hard-wired perimeter protection systems can take upwards of two years to install and require significantly larger budgets,” said Larry Bowe, Jr., President of PureTech Systems.

## ALARMS

Continued from page 1

A number of other states have passed bills similar to the Georgia bill in recent years, including California, Florida, New Jersey, Texas, Tennessee and Iowa.

“There has never been any evidence that fining alarm companies was any more effective than the model alarm ordinance that is widely utilized nationally and





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# RESIDENTIAL SYSTEMS

## Resideo acquires regional distributor Norfolk Wire & Electronics

Acquisition enhances growing Data Communications product category within ADI Global Distribution

By SSN Staff

AUSTIN, Texas—Resideo Technologies, Inc. announced it has acquired privately held Norfolk Wire & Electronics (“Norfolk”), based in Richmond, Va. Terms of the transaction were not disclosed.

Norfolk was founded in 1985 and is a leading regional distributor of security, telecom, network and audio-video (AV) related products, supplies and tools. With 11 full-service retail locations and a 43,000-sq.-ft. distribution center, Norfolk serves customers across the mid-Atlantic region, and will be part of Resideo’s ADI Global Distribution business, a leading wholesale distributor of security, AV and low-voltage products.

“ADI is core to Resideo’s long-term growth, and this acquisition aligns with our strategy to identify and execute on tuck-in acquisitions that accelerate ADI’s expansion in adjacent categories,” said Jay Geldmacher, president and CEO of Resideo. “The products and ser-



vices of Norfolk Wire & Electronics complement ADI’s existing offerings and expand our reach into an attractive growth market.”

The Norfolk acquisition builds upon ADI’s presence in the Data Communications market with an assortment of copper and fiber cabling, connectors, racking products and more. Additionally, the acquisition increases ADI’s branch presence in the mid-Atlantic region and strengthens its local bulk product availability and custom cutting services, pre-and-post technical support and project assistance.

“The increased need for high-speed connectivity, growth in IoT industrial devices and the introduction of new technologies are

driving demand for Data Communications products,” said Rob Aarnes, President of ADI Global Distribution. “ADI remains committed to ensuring our customers have immediate access to all the products and equipment they need to be successful in today’s market. This acquisition expands our offering in a growing category and will allow us to serve more customers.”

Resideo is a global manufacturer and distributor of technology-driven products and solutions that provide comfort, security, energy efficiency and control to customers worldwide. Building on a 130-year heritage, Resideo has a presence in more than 150 million homes, with 15 million systems installed in homes each year. The company continues to serve more than 110,000 professionals through leading distributors, including its ADI Global Distribution business, which exports to more than 100 countries from nearly 200 stocking locations around the world. **SSN**

## SimpliSafe, Farmers Insurance join forces

By SSN Staff

BOSTON—SimpliSafe and Farmers Insurance, one of the nation’s leading multi-line insurer groups, announced a collaboration that will help make preventative smart home protection available to homeowners in Ohio, Iowa and Alabama.

The pilot effort aims to help insured homeowners protect their homes in those three states against theft, fire and water damage, while also providing them with potential savings on their homeowners insurance policies.

For a limited time, Farmers customers in the three participating states who bind a new Smart Plan Home policy between April 1, 2021, and May 31, 2021, will be qualified to

receive an included custom seven-piece home security system from SimpliSafe, provided with their homeowners insurance policy at no extra charge. The system will include key components, including the SimpliCam HD camera and both water and motion sensors, as well as one month of SimpliSafe’s most comprehensive 24/7 professional monitoring.

SimpliSafe’s smart home technology and professional monitoring can help with early detection of theft and water damage issues before they become major insurance claims, saving homeowners unexpected costs down the line.

“At Farmers, our determination to adopt and offer the latest technology to benefit customers continues to grow,” said Carolyn Wald, head of innovation integration at Farmers Insurance. “With SimpliSafe, we saw an opportunity to offer home security and monitoring services to customers when they are purchasing homeowners insurance.” **SSN**

## ADT, Google announce Nest smart home security integration

By SSN Staff

BOCA RATON, Fla.—ADT has announced that its customers can now purchase Google Nest Mini, Nest Hub, and Nest Hub Max products and have them professionally installed by ADT’s nationwide network of smart home technicians.

According to ADT, if a customer’s hands are full, that person could just say, “Hey Google, disarm my security system” so he/she could go straight to the kitchen counter instead of needing an app or panel to disarm. Customers with ADT Command & Control and Blue by ADT smart home security systems can now control their systems via voice when using compatible Google Nest products. Voice control can be used for system arming and disarming, connected lights, locks, ADT thermostats, and system status queries.

The integration also enables control of ADT-compatible smart devices through touch control using the Nest Hub and Nest Hub Max. ADT professional installation of these Google Nest devices is included when purchased through ADT or select ADT Authorized Dealers. Nest Mini may be purchased through Blue by ADT (DIY) smart home security at [www.bluebyadt.com](http://www.bluebyadt.com).

ADT and Google formed a long-term partnership in 2020 to create the next generation of smart home security. The partnership combines Nest’s award-winning hardware and services, powered by Google’s machine learning technology, with ADT’s installation, service and professional monitoring network to create a more helpful smart home and integrated experience for customers across the United States. **SSN**

## BRIEFS

### ADT appoints Sigal Zarmi to company’s board of directors

BOCA RATON, Fla. —ADT announced the appointment of Sigal Zarmi to the company’s board of directors as an additional independent director.

“We are pleased to welcome Sigal to our board of directors,” said Marc Becker, ADT chairman of the board. “Her extensive experience in technology and transformation will be a tremendous asset to our board and the company as ADT enters its next growth phase and creates smarter security solutions to actively protect people in ways that haven’t even been imagined.”

“I am thrilled to be joining the board of ADT,” Zarmi noted. “It is an exciting time for ADT as it introduces truly innovative cloud, AI [Artificial Intelligence] and ML [Machine Learning] solutions to the smart home security industry.”

Zarmi, 57, is managing director, international chief information officer and the global head of transformation at Morgan Stanley. In that capacity, she is charged with setting the vision, strategy and execution for driving an agile culture, innovation and digital transformation in cyber, data and technology across Morgan Stanley. As international CIO, Zarmi manages a diverse global technology footprint outside the U.S., optimizing the organization, platforms, systems and processes for a complex global bank. She also sits on the bank’s EMEA operating committee.

### Nice North America unveils Mercury 310 residential gate controller

KENT, Wash.—Nice, a global manufacturer of smart home and building automation products, announced the release of the Mercury 310 residential gate operator controller, a simple-to-install controller engineered for UL325 compliance for automated gate systems.

“With the release of Mercury 310, we are setting a new standard in ease of installation and use,” said Jon Eiche, product manager, Residential & Commercial Gate for Nice North America. “We designed the Mercury 310 to keep automated gate control as simple as possible providing installers and owners a safer and more streamlined experience.”

With no programming required, a simple user interface, and cutting-edge safety features, UL325 compliance has never been simpler. Installers familiar with Nice gate controller will find familiarity in Mercury 310, which is as straightforward to install as previous products but now includes new features. Mercury 310 is an upgrade to existing residential gate controllers as it natively meets the UL325 compliance by including two methods of entrapment detection (Type A and Type C). This industry standard exists to protect people and property from powerful and potentially harmful automated gate movement.

## Brinks Home announces new long-term contract with B&D Security

By SSN Staff

DALLAS, Texas—Brinks Home has announced a new agreement with B&D Security that extends their partnership for another five years.

The new agreement will help both companies expand further

into the commercial market, improve Brinks Home’s profitability through a reduction in the upfront cost to acquire accounts, and provide B&D Security with an increased share of long-term revenues.

“This agreement aligns both

of our companies around the goal of creating forever customers, and it will continue the rapid growth in our dealer program,” said Wade Gibson, senior vice president, Network Sales, Brinks Home. “We have the best dealer program in

the industry and are looking for more partners focused on growth and providing world-class service to our customers.”

Based in Southern California, B&D Security has more than 15 years of experience in the smart home security industry. **SSN**



# SmartRent announces Ring Alarm integration with Alloy SmartHome

By SSN Staff

SCOTTSDALE, Ariz. —SmartRent, a smart home automation platform for property managers, builders, buyers, and residents, announced a first-of-its kind collaboration with Ring, a leader in home security.

The collaboration is part of SmartRent's Alloy SmartHome brand, which focuses on home builders and developers. Ring Alarm now integrates with Alloy SmartHome's self-guided tour technology, which helps homeowners and property managers easily manage self-guided tours by prospective buyers and renters.

Ring Alarm enables property owners to arm or disarm homes remotely from the Ring app, or automatically via compatible smart lock integrations. With the integration between Ring Alarm and Alloy SmartHome, property managers and sales consultants can now remotely manage a home's security system via SmartRent's Community Manager interface.

The user can set the alarm for preselected times, with a buffer before and after scheduled tours. Should any incidents occur that would trigger the alarm, Ring Alarm will notify the monitoring company, who will reach out to confirm that emergency services are needed. This feature is especially useful for managing self-guided home tours, helping create a safer and more seamless experience for both the seller and the prospective buyer.

The feature comes at a critical time of digital transformation for the real estate industry. Homeownership continues to rise amid the challenges of COVID-19, and both property sellers and buyers seek the safety and convenience of remote, contactless transactions.

After launching its self-guided home tour solution in 2018, SmartRent has seen accelerated demand for additional safety features, and the Ring Alarm integration with Alloy SmartHome for single-family homes is an important step forward.

"We're proud to offer this integration with Ring Alarm as part of a shared vision to futureproof single-family homes through connected technology solutions," said Lucas Haldeman, CEO of SmartRent. "While secure tours are an especially urgent need during the pandemic, it's an innovation that will change the home sales process permanently. Both property sellers and buyers will embrace remote solutions that make the real estate experience more secure, convenient and accessible for all."

"Our collaboration with SmartRent and Alloy SmartHome is helping drive the future of real estate," said Mike Harris, President of Ring Solutions. "By providing the technology to support a secure tour

experience, we are enabling simplicity and safety during the homebuying process. We hope to make this process even more seamless for customers as they tour and purchase their future home."

Lennar Corp., one of the nation's leading home-



builders, is the first to use the Ring Alarm integration with Alloy SmartHome as part of Lennar Communities Connected by Ring, a suite of connected devices pre-installed in new Lennar homes and managed via the

Ring app. Through its strategic collaboration with Ring and the Alloy SmartHome platform, Lennar continues to push forward a new industry standard of simplicity and security in property management.

The Ring Alarm integration with Alloy SmartHome is now available to select customers, with plans to expand availability. **SSN**

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# SUPPLIERS

## DMP introduces new Virtual Event Studios

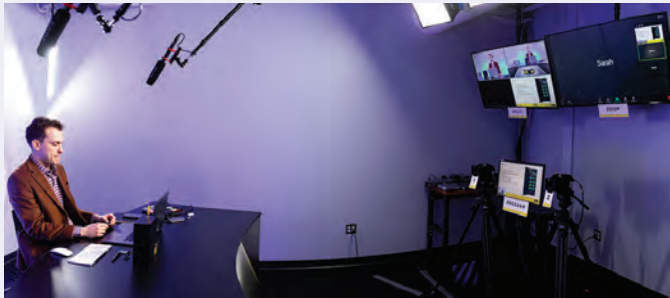
Fully equipped studio to provide professional sales and training on request

By SSN Staff

SPRINGFIELD, Mo.—Social distancing and travel restrictions have forced security companies to create new ways to stay in contact with their staff and customers, and as a result, virtual meetings have become the new normal. DMP is maximizing those capabilities with a new virtual event suite. Three studios have been added with the latest technology and production equipment, allowing DMP to deliver simultaneous web conferencing on request.

Located at its Springfield, Missouri headquarters, DMP's new virtual training suite makes it very easy to offer professional product demonstrations, first-hand directly from the manufacturer. Many DMP's customers are already taking advantage of that opportunity to get a closer look at DMP's newly released Xi Series.

"When you're meeting with a



prospective customer who wants to hear more about the Xi, this makes it very easy to bring us into the conversation," said Jon Adams, DMP's Executive Director of Business Development. "Showing a tight partnership with the system manufacturer adds value, and we're always happy to support our dealers in selling DMP products."

There's been a tremendous amount of interest in the Xi, Adams adds. "For access-only applications, the Xi is uniquely designed with combined features that customers can't find

anywhere else — having our studios has allowed us to give hands-on demonstrations and customize our presentation to each customer's application."

Looking ahead, DMP has plans to offer customized webinar presentations on other DMP products, including Dealer Admin and Virtual Keypad. For now, Xi demonstrations are available daily with DMP's Xi sales team: Quinton Booth, Xi Sales Specialists-West, and Kevin Macdonald, Xi Sales Specialist-East, as well as Adams.

DMP see page 20

## Hanwha appoints new president

By SSN Staff

TEANECK, N.J. —Hanwha Techwin has appointed C.H. (Choong Hoon) Ha as the new president of Hanwha Techwin America (HTA). The company veteran succeeds KiChul (KC) Kim, who has been promoted to head of global sales and strategic marketing at Hanwha Techwin headquarters in Korea.

In his new role, Ha will focus on several key business initiatives designed to strengthen Hanwha Techwin's leadership in security and surveillance. These include expanding the company's solutions offerings including next-level cybersecurity, advanced Artificial Intelligence, and cloud technologies. The company will also make continual investments in sales, marketing and operational infrastructures as part of its ongoing efforts to enhance the customer experience.

Since joining Hanwha Techwin America in 2010, Ha has held key sales and corporate management positions and contributed significantly to the company's growth, product development, and technology innovation.

"My mission is to build on the solid foundation of success created under the leadership of Mr. Ahn and Mr. Kim," said Ha. "Our ability to quickly develop and release leading-edge products, technologies and services has allowed us to experience sustained growth even through the extraordinary challenges brought on by the pandemic. Hanwha Techwin will remain committed to supporting our customers with the right tools and resources as we look forward to continued success in 2021 and beyond."

Ha's most recent position at HTA was assistant vice president of corporate business planning, based in the company's Teaneck, N.J. offices. His security industry career began in 2002 as sales manager for the Asian and African regions at Samsung Electronics. SSN



C.H. Ha

## BRIEFS

### Farpointe Data has no lead-time restrictions on all products

SAN JOSE, Calif.—Farpointe Data, the access control industry's original equipment manufacturer (OEM) for RFID credentials and readers, announced that since all its products and their subcomponents are shipped fully consolidated to customers from the company's headquarters location in the United States, it is not currently facing any lead-time restrictions on any standard items.

This includes the growing family of CONEKT mobile readers and credentials, as well as proximity, contactless smart-card and long-range product solutions.

"Some electronic access control manufacturers have been forced to warn their customers that certain models are presently unavailable due to a lack of semiconductors or other subcomponents not being delivered to them because of production problems in Asia or other COVID-related troubles," said Scott Lindley, general manager of Farpointe Data. "To bolster our claim that all our products are being made available in a timely fashion, we are producing an email sent every week listing the lead-times of all our products. As of last week, our longest lead-time on any product was seven days. The mode is currently four working days."

### SALTO, Lively partner for multifamily housing smart locking solutions

ATLANTA—SALTO Systems, a leading manufacturer of wire-free smart electronic locking solutions, and Lively, a Chicago-based developer of operating systems for multifamily rentals, have partnered to deliver SALTO's electronic access control features from within Lively's multifamily management platform and resident app.

"SALTO continues to be an innovative company, and Lively has developed an impressive multifamily property management tool," said Colin DePree, SALTO Sales Strategy North America. "

### Altronix offers all-inclusive fiber-optic termination kit

BROOKLYN, N.Y.—Altronix has introduced a new cost-effective tool kit for deploying fiber. Developed in conjunction with Slayton Solutions, an industry leader in fiber-optic training certification, the new Altronix Fiber Termination Kit includes the comprehensive tools required to facilitate fiber-optic termination and testing.

Designed to assist in the deployment of fiber solutions such as Altronix's NetWay Spectrum series, the Altronix FTK100 Fiber Termination Kit includes all hardware, connectors and tools necessary for cable preparation, fiber strand cleaning and cleaving, installation of common "LC" style connectors, visible laser for connector testing, and optical loss testing light source, along with a power meter.

## BCDVideo unveils A&E program to empower security specifiers

By SSN Staff

BUFFALO GROVE, Ill.—Global video data infrastructure leader, BCDVideo, debuted their new A&E Security Specifiers program, which is open for online registration through the BCDVideo website.

This tailored program will allow specifiers to leverage BCD's two decades of experience and partnerships through an easy-to-use online portal, offering plentiful technical resources, ongoing education and expert support. With the help of the skillful A&E taskforce that BCD has assembled for this program, consultants will have direct access to BCD technology specialists that can provide the most up-to-date product specifications and extended guidance. The program is available to security specifiers internationally.

"We are excited and proud to launch the BCDVideo A&E program," said Maureen Carlo, Director of Strategic Alliances in North America. "Consultants need resources they can trust

so they can accurately design reliable and resilient security systems and recommend solutions that meet their clients' needs and budget. BCD has the resources to provide that guidance — and if we don't have a specific answer, we are partners with some of the largest tech and software manufacturers in the world — an alliance that is supportive of our program."

Ray Coulombe, Managing Director at SecuritySpecifiers, added, "I am very pleased to see BCD taking these next steps with their A&E program to build stronger individual relationships and to provide important tools and information for the consulting community. These actions should provide great value to security system specifiers."

Through BCDVideo's A&E program, consultants can access an abundance of tools for designing custom engineered solutions, leveraging BCD's trusted video surveillance solutions to create an optimal security system and client satisfaction. The

online portal gives 24/7 access to technical documentation and resources, including, CSI MasterFormat 2020 specifications, system designs, product images and data sheets, calculators, and MSRP pricing, ensuring that consultants can find answers to many product specifications without waiting for a response.

Additionally, ongoing education in virtualization, accelerated computing for AI, network infrastructure, and current video storage trends will become available to keep specifiers on the cutting edge of how emerging technologies impact growth and convergence. Program registration kicks off with a one-hour, virtual Lunch & Learn to introduce BCD's products, technologies and professional services and how the A&E program resources will support system design and provide guaranteed, custom engineered project solutions.

BCD's renowned support services are extended through the A&E program as well. SSN



## ACRE

*Continued from page 1*

with them for many years. And clearly the business model for private equity is to buy and hold and grow and then exit, so it was time for LLR to do that. They were very supportive, we had a great partnership, and as we went into the process knowing that it was time during a challenging time during 2020, the business held up quite well and we reached an agreement to move forward with a different investor.

Triton is a very similar model, of course, private equity, but this one is European based, and much larger, so I think that has us excited because that brings greater resources to help grow the business going forward.

With Triton behind us, our strategy remains to be and to continue to be – and grow – as what we like to call the largest independent supplier of access control and related products sold through those same channels; that has never changed. We have opportunities because we are in the beginning of the investment cycle, and not the later stages, which allows us to invest in more R&D, or sales and marketing, and to continue to look at acquisitions as we always have been relatively acquisitive – something like eight acquisitions in nine years – since the company was founded in the fall of 2012.

**SSN: Speaking of M&A, how does the landscape look on the acquisition side? Any specific areas you are eyeing?**

**GRILLO:** There are a few things to say on that but let me start by giving a pat on the back to our partners LLR, because in the middle of this process in 2020 we did this small acquisition of Razberi, which wasn't huge but very nice and strategic. So timing and opportunity are everything, many times, and plays a part in any deal and decision, but we are strategically looking in the spaces that we always have, so access control, as well as video, credentials and other security-related types of businesses and product segments or geographic areas. Maintaining that channel strategy we have, and leveraging the channels that we do have – that for me is what we have always been about as a company.

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.

**SSN: Can you talk about the evolution and the development of the ACRE brands?**

**GRILLO:** Everything that we acquire doesn't become a brand. Razberi is a well-known product name, sure, but it is not a company brand, and we announced some level of consolidation between Vanderbilt and Open Options

organizations. So everything does not stay a brand, but we will go slowly and carefully as we analyze new acquisitions over some period of time to evaluate the people, the technology, the brands, and then make decisions accordingly.

Maybe we go a bit slow, that could be a critique, but I also like to refer to one of my mentors in life that I worked with for a long time who used to say, "Joe, you can't put the toothpaste back in the tube."

Another good one is, "measure twice and cut once." So, we will always be careful looking at the brand technology market before we rush to get rid of a brand or add a brand or something like that.

**SSN: How was business in 2020 and how does it look this year for ACRE companies?**

**GRILLO:** We are anticipating growth in 2021, but let me touch on 2020 first. We were off about 5 percent for 2020 versus 2019,

which I don't think is bad at all, and probably better than maybe some players in this industry and others performed. We weren't selling bicycles [laughs], so we didn't do that well, or lumber I guess, but we had a decent year. We didn't spend as much, so we were quite strong financially on the bottom line. I think we expect to get back to and beyond where we were in 2019, but there is still some uncertainty. The first quarter is going well; we

are actually ahead of last year, and last year's first quarter was before all the "you know what" hit the fan. So, we are looking good, but look at Europe where the economies continue to be shut down; I think people will continue to be cautious with their budgets.

Our long-term view is that this is a great industry and a great space to invest in; certainly Triton understands that and signed up for that. **SSN**



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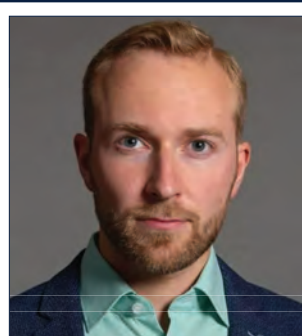
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# Inovonics appoints new president

By SSN Staff

LOUISVILLE, Colo.—Inovonics, an industry leader in high-performance wireless sensor networks, announced the retirement of President Mark Jarman and the appointment of Tom Chittenden as President effective April 12, 2021.

Jarman, who will support the business through the leadership

transition period, has served Inovonics for more than 20 years. Starting in 2000, he joined Inovonics as the Director of New Business Development, and fol-



Tom Chittenden

lowing senior leadership roles of increasing commercial responsibility, he was appointed as Inovonics President in 2006.

As the organization's next president, Chittenden will lead the next chapters of strategy development and growth of Inovonics high-performance wireless sensor network offerings with an eye to the future,

offering cloud-based real-time indoor-location solutions.

"Inovonics has a strong track record of innovation and high-quality delivery," said Chittenden. "I am excited to join Inovonics at this time in its history. I'm confident that the continued innovation and customer focus of our team will ensure we will be the market leader in high-performance wireless sensor network solutions, today and for years to come."

Chittenden brings more than 20 years of platform hardware and software experience to his new role. Prior to joining Inovonics, he served in various leadership positions at NCR. Most recently, as a Vice President and General Manager of Industry Solutions for NCR, where he drove the portfolio of hardware, software and IoT solutions globally. Prior to joining NCR, Tom held leadership roles in numerous capacities at GE, including driving the GE IoT strategy for the retail oil and gas segment. He holds an MBA from the University of South Florida and a bachelor's degree in marketing from the University of Florida. He will be relocating along with his family to Colorado from Georgia.

## JARMAN'S LEGACY

From Inovonics original Frequency Agile (FA) platform to the self-configuring and highly successful EchoStream wireless network used to power Inovonics products today, Jarman has proudly led the Inovonics team through evolutions of technology and growth over the years. Over the last fifteen years, he has built the team and enhanced the company's capabilities across the enterprise, including increasing the organization's customer intimacy and focus on customer satisfaction.

Jarman has played influential roles in changing industry regulations impacting Inovonics' end markets. He has served on the Utility Management and Conservation Association (UMCA) board for over 10 years, joined the National Electrical Manufacturers Association (NEMA) to guide senior living regulatory activities, and has worked with the Alarm Industry Communications Committee (AICC) to track governmental changes affecting the evolution of wireless spectrum utilization. **SSN**

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Continued from page 18

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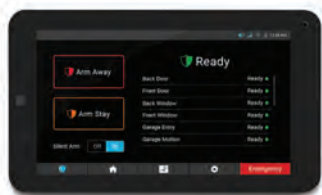
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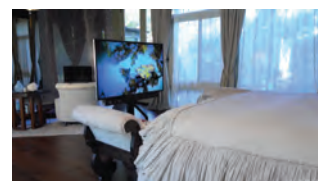
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# SECURITY SYSTEMS NEWS



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



## SIA

Continued from page 3

North America, Bosch Security Systems (second term); and first-term nominee Kurt John, Chief Cybersecurity Officer, Siemens USA.

## AWARDS

The Sandy Jones Volunteer of the Year Award went to Tracy Larson, President, WeSuite; the Committee Chair Award winner was Matt Feenan, Marketing Specialist, Product & Solutions Marketing, Axis Communications, Inc.; the Standards Service Award Winner was Tony Diodato, Founder and Chief Technology Officer, Cypress Integration Solutions; and the Chair's Award winner was Craig Sharman, Senior Director, Federal Government Relations, Johnson Controls. Allegion and Feenics shared top honors for Corporate Member of the Year.

## ISC WEST GOING HYBRID

It was announced during the meeting that ISC West will be a hybrid event this year after being virtual in 2020. The conference will take place July 19-21 at the Sands Expo & The Venetian Resort in Las Vegas, Nev.

Will Wise, Group Vice President, Reed Exhibitions, noted that there are approximately 65-70 sessions and about 110 speakers already lined up for the in-person portion of the conference.

In parallel with the in-person conference, ISC West will have a hybrid model, featuring a virtual conference program with more than 50 sessions, online product showrooms, and an "ISC News Desk" that includes event coverage/interviews and commentary, presented to the remote audience via the ISC West virtual platform.

Wise noted that applications for the ISC West/SIA New Product Showcase (NPD) are in with judging to be held virtually the week of June 7th. The NPS Virtual Awards Ceremony will take place on June 17th. There will be an NPS product display are onsite at ISC West, with additional PR coverage and promotion during show week.

"Things are looking quite favorable," Wise said about holding the event during the pandemic. "Are we expecting things to be the same as 2019? Of course not. But we are expecting a very strong return and a quality event getting together in person." **SSN**

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



# SSN SNAPSHOT

## PEOPLE NEWS



**Lee Equity Partners**, a New York-based middle-market private equity firm, announced that **James Rothstein** has joined the firm as an Operating Partner. He will work with the firm to source and evaluate investments in the security and fire services segment.

Rothstein is a 30-year executive in the security industry and most recently led Wesco/Anixter's \$2 billion-plus global security and fire business as Senior Vice President, Global Security Solutions.

Prior to Anixter, Rothstein was Executive



James Rothstein

Vice President and Principal at Tri-Ed Distribution, which he acquired from TYCO in 2004 with former Honeywell colleagues. During a ten-year period, Tri-Ed grew six-fold, becoming the largest independent security products distributor in North America through a combination of acquisitions and strong organic growth. Tri-Ed was acquired by Anixter in 2006. Rothstein began his career with the Pittway Corporation and Honeywell in Sales and Marketing roles, including VP of Marketing for ADL.

"We are extremely pleased to be partnering with James Rothstein to pursue growth investment opportunities in the commercial security and fire services sector," said Yoo Jin Kim, a Partner at Lee Equity. "He

has demonstrated a strong historical track record of growing companies both organically and via acquisition at several platform companies and with several owners. As Chairman-Elect of the Security Industry Association, James is well respected and has a broad set of relationships in the security industry."

-----  
**Allied Universal**, a leading security and facility services company in North America, recently appointed **Mike Beregovsky** as Chief Merger & Acquisition Officer and Co-Head of Strategy & Investor Relations. Danette Perkins has been promoted to President of Mergers & Acquisitions for North America.

Beregovsky will be responsible for working with the company's executive leadership team to develop and execute the strategic direction for the organization to continue driving strong, consistent and profitable growth. Beregovsky will lead Allied Universal's global merger and acquisition activities and will also play a key role in the upcoming acquisition and integration of G4S.

"I've had the pleasure of working with Mike over the last eight years when he was at Warburg Pincus, the company's long-standing financial partner," said Steve Jones, Chairman & CEO of Allied Universal. "Mike's vast experience and execution capability, coupled with his pragmatic and strategic perspective, will give Allied Universal a tremendous lift in regard to our merger and acquisition activities on a global scale. We are truly thrilled that Mike is joining our executive team."



M. Beregovsky

## FIVE QUESTIONS



**Hilary Gallagher** was recently named as vice president, responsible for internal and external marketing, communication, branding and content creation for Group337, a group of executives focused on business creation for small to large companies in the security, access control and IoT industries. She brings vast experience and versatile marketing skills to Group337, having previously held product, field and analyst marketing positions at Appirio, UniKey Technologies, and Brivo. Most recently, she served as Product Marketing Manager, Partner GTM, at Copado. Security Systems News asked Gallagher Five Questions.



Hilary Gallagher

**MARRIED? ANY KIDS?** Yes, my husband, Adam, and I got married in 2018 and we are expecting our first child late this summer!

**ANY PETS?** We have a 1-year-old chocolate lab/mix rescue from Louisiana named "Louie." He's the baby now, but not for long.

**HOW DID YOU FIRST GET STARTED IN THE INDUSTRY?** I had just moved to DC and got a job at Brivo several years ago. I met so many great people there and learned a ton. I eventually left the industry but have continued to come back – something about it!

**WHAT TRENDS ARE YOU SEEING?** As a result of the mainstream attention the industry is getting, a trend we're seeing take shape is the need for a brand identity refresh, both for the industry as a whole and individual companies. What's exciting about this is that it provides the opportunity to shape and control the narrative, bringing new voices and fresh ideas to the table. With that comes a shift in focus to content marketing, the impact of micro-influencers, and the desire to improve the experience across digital channels for our audience.

**ANY BOOKS, MOVIES OR PODCASTS TO RECOMMEND?** Podcasts: "How I Built This" from NPR. Great stories directly from innovators and entrepreneurs across all industries about their journey to building a company.

— Paul Ragusa

## CALENDAR



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**May. 3-6, 2021: PSA TEC 2021**, TEC, Presented by PSA TEC 2021 is open live to all executive owners and members and virtual to all other members. It will be held May 3-6 at the Sheraton Downtown Denver in Denver, Colo. and on a virtual platform. PSA TEC is an education and networking event for systems integrators and A/V professional, and features education and certification programs, networking and dedicated exhibit hours designed to advance the skills and expertise of industry professionals. For more information visit [www.psatec.com](http://www.psatec.com).

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**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](http://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](http://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](http://www.gsx.org).



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