DMP.

Security Dealer
DIGEST

THE SIGN OF SECURITY
3 Generations at Gillmore Security

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Note FROM HQ

Brad Tucker,
Vice President of Product Management and Support

"

Product development at DMP begins with our mission statement:

OUR MISSION
DMP provides customer-driven products through listening, anticipating needs and responding quickly with innovative solutions that work. We insist on the integrity of our products and our people. We care. We have fun. We profit.

Our mission is to listen to our customers, and we have several ways of doing that. Whether it's at an Executive Dealer Roundtable, a trade show, a dealer visiting our headquarters, traveling to visit a dealer at their offices or phone calls into our support team, DMP representatives are constantly listening for feedback from customers that we can turn into product innovations.

This year we heard about the need for control panels to be smaller so they could fit in newer ATMs. The technology of teller machines getting smaller and more compact was creating a need for security systems to change for the financial market. Within six months, we developed and released the TMSentry. This new control panel is a groundbreaking solution designed with features specifically of interest to financial institutions.

This fall we introduced the XT75, another product developed directly from dealer feedback. This new panel is perfect for a wide range of applications. It brings enhanced access control and video to the XT Series. It supports AlarmVision technology and it's backward/forward compatible. The XT75 is a perfect blend of XT, XR and X1 capabilities for that set of customer needs that can be found between the XT Series and the XR Series.

When we hear about a need, we ask questions to fully understand what is happening, why the need exists and what the customer is looking for as a solution. Then we quickly develop a strategy that solves for it. That's how we stay in the forefront of security innovation and continuously introduce products customers love.

"

DMP®

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EVENTS RECAP

Mark Hillenburg, DMP, leads a panel discussion at the annual TMA Meeting in St. Thomas with Stephen Kovacsiss, Bosch; Jason Lutz, Resideo; Pam Petrow, Vector Security and Tim Westphal, Bay Alarm.

Annual TMA Meeting

October 5-9

TMA's Annual Meeting has long been a "must-attend" for leading executives from monitoring and security companies.

Over the course of five days, attendees engage in a series of high-level education sessions, open networking forums and festive social events. Featured speakers include respected peers, thought leaders and inspiring visionaries.

Executive Banking Roundtable | Tempe

October 22-23

The DMP Banking Roundtable was an event hosted by members of the DMP Executive Management Group including Owner & President, Rick Britton.

The objective was to provide Banking Security Directors and Loss Prevention professionals with an opportunity to discuss best practices with peers from around the country. It consisted of one-and-a-half days of dealer discussions and presentations. Topics covered a broad range of industry issues.

Executive Dealer Roundtable | Atlanta

September 9-10

The DMP Executive Dealer Roundtable is an event hosted by members of the DMP Executive Management Group.

This Roundtable was hosted at the Atlanta Marriott Northwest at Galleria in Atlanta, Georgia. It consisted of one-and-a-half days of dealer discussions and presentations that covered a broad range of alarm industry topics and issues.

APEX (Asset Protection Executive Xchange)

September 22-25

APEX is an exclusive conference for retail industry executives. This year's event took place in Nashville, Tennessee.

During this four-day event, industry executives were brought together for a valuable exchange of ideas, learnings and to strengthen the relationships within the retail community.

GSX

September 23-25

At this year's Global Security Exchange, attendees had the opportunity to network with other security industry professionals.

The event consisted of three days of education on emerging threats, new technology and strategies for staying ahead within the world of security. DMP's booth consisted of new product showcases, product information and more.

ISC East

November 19-21

The International Security Conference & Exposition — also known as ISC East — is the Northeast's leading security and public safety event, hosted in collaboration with premier sponsor Security Industry Association (SIA) and in partnership with ASIS NYC.

At ISC East 2024, hundreds of brands, newest products and solutions that cover access control, biometrics, IT, cybersecurity and more were showcased at this three-day event.

Sales Leaders Roundtable | Dallas

December 2-3

The DMP Sales Leaders Roundtable was an event hosted by members of the DMP Executive Management Group including Owner & President, Rick Britton.

The objective of this event was to provide sales leaders and sales managers with an opportunity to discuss best practices with their industry peers and learn from professional sales speakers and content creators.

UPCOMING

TECHNICIAN BOOTCAMP

**JANUARY 21-24, 2025
FEBRUARY 4-7, 2025
MARCH 18-21, 2025**

DMP EXECUTIVE ROUNDTABLE
DEALER

FEBRUARY 17-18, 2025

ADVANCED TECHNICIAN BOOTCAMP

FEBRUARY 18-21, 2025

View all upcoming events and trainings here:

DMP.com/Events

DMP EXECUTIVE ROUNDTABLE
SALES LEADERS

DALLAS, TEXAS | DECEMBER 2024

Audrey Pierson, principal, Audrey Pierson Sales Academy, lays out the comprehensive long term sales training program every alarm company needs to have to create and maintain a successful sales team.

Sales leaders from Pye-Barker Fire and Safety from across the nation joined DMP and vice president of sales Jon Adams at the recent DMP Sales Leaders Roundtable.

Security industry icon Ben Cornett kicks off the DMP Sales Leaders Roundtable with an inspiring keynote detailing his amazing journey in the security industry, the secrets to success in sales and more.

John Bazyk, president & CEO of Command Corp, shares with us keys to building long lasting relationships and the resilience it takes to build a company.

Jack Conard, director of sales training, DMP, overviews all the Sales Training opportunities that DMP offers.

Kenny Klusman, regional manager, Pye-Barker, talks to us about the transformation they underwent at Acadiana Security Plus, when they pivoted from residential sales to more commercial RMR-based sales.

Mitch Reitman, principal, the Reitman Consulting Group, talks about the difference in selling value vs. selling on price or cost.

Dean Belisle, director of key accounts, DMP, talks on practical ways to increase your RMR by 10% or 20% or even 50%.

Elizabeth Parks, president & chief marketing officer, Parks Associates, releases some very interesting new market research on SMB Commercial Security.

Jon Adams, vice president of sales, DMP, gives an inspiring presentation on the importance of storytelling in the selling process.

Aaron Jamieson, Interface Security, shares a salient point about the importance of listening during the sales process, and draws a parallel to one of the greatest soccer player's on-field advantage.

Angie Barnes, Forbes Business Development Council, talks to us about the importance of urgency in the sales process.

VIEW ALL THE PRESENTATION SLIDES FROM THE SALES LEADERS ROUNDTABLE HERE:

DMP EXECUTIVE ROUNDTABLE
SALES LEADERS

SAVE THE DATE
DECEMBER 2-3, 2025

EMBASSY SUITES BY HILTON PANAMA CITY BEACH RESORT
IN PANAMA CITY, FL

The DMP Sales Leaders Roundtable is an event hosted by members of the DMP Executive Management Group including Owner & President, Rick Britton. The objective is to provide sales leaders and sales managers with an opportunity to discuss best practices with their industry peers and learn from professional sales speakers and content creators.

Space is limited! Please register before Saturday, November 15, 2025 at DMP.com/Roundtable-PanamaCity25.

A WALL STREET JOURNAL BESTSELLER

YOU DON'T HAVE TO BE A SHARK
CREATING YOUR OWN SUCCESS

STAR OF ABC'S *SHARK TANK*
ROBERT HERJAVEC
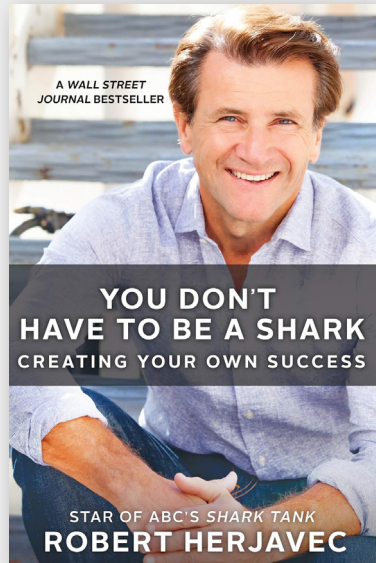
From bestselling author and Shark Tank star Robert Herjavec comes a business book in which he transcends the business world, helping us all learn the art of persuasion in order to get ahead in our personal and professional lives.

Many people assume that effective sales ability demands a unique personality and an aggressive attitude. It's not true, and Robert Herjavec is proof. Known as the "Nice Shark" on ABC's Emmy Award-winning hit show *Shark Tank*, Robert Herjavec is loved by viewers, who respond to his affable nature. He has developed an honest and genuine approach to life and selling that has set him apart from his cut-throat colleagues, and rewarded him with a degree of wealth measured in hundreds of millions of dollars.

In *You Don't Have to Be a Shark*, Robert transcends pure sales technique and teaches "non-business people" what they need to know in order to sell themselves successfully. We are each our own greatest asset, and in order to achieve our goals, we need to be able to communicate with others, position ourselves and even look the part. Robert's philosophy is simple: Great salespeople are made, not born, and no one achieves success in life without knowing how to sell. Entertaining, enlightening and effective, *You Don't Have to Be a Shark* will reveal the secrets of one of North America's most successful businessmen, who also happens to be one of today's most prominent TV personalities, delivered in a friendly, down-to-earth manner, and filled with anecdotes and observations to support its hard-nosed advice.

OWNERS FORUM

EST. 2012

APRIL 1, 2025

AT FONTAINEBLEAU LAS VEGAS

Please RSVP before Monday, March 3, 2025.

Scan the QR code or visit DMP.com/OwnersForum-2025 to register. We look forward to seeing you!

SPEAKERS

ROBERT HERJAVEC

Robert Herjavec is a globally recognized business leader and motivational speaker. He is the Emmy award-winning executive producer and lead Shark on *Shark Tank* in the United States for the last 16 years. He has appeared on 5 seasons of *Dragon's Den* in Canada and is also currently on *Shark Tank Australia*. He is an accomplished author with 3 books and had 2 books on *The New York Times* bestseller list at the same time. His motto is: "Constant, forward, momentum."

RORY VADEN

Rory Vaden is *The New York Times* bestselling author of *Take the Stairs*. His insights have been featured in *The Wall Street Journal*, *Forbes*, CNN, *Entrepreneur*, *Inc*, on Fox News national television and in several other major media outlets. As a world-renowned speaker, his TEDx talk has been viewed over 2 million times, he is a 2x World Champion of Public Speaking Finalist and he was recently named as one of the top 100 leadership speakers in the world by *Inc. Magazine*. He is also the Co-Founder of Brand Builders Group where he teaches people to build and monetize a rock solid reputation™.

BEN CORNETT

Ben Cornett is an industry icon. Enshrined into the Security Industry Hall of Fame in 2004, Ben retired as the president of Honeywell Security in 2011 after 16 years of service. Previously, Ben was the president & CEO of IntelliSense and he led the merger of C&K and Ademco. Early on, Ben pioneered the worldwide market for glass break sensors and he was a champion for improving the level of customer service within our industry.

HOST: JEFF CIVILLICO

Jeff Civillico recently celebrated a 10-year run on the Las Vegas Strip as a Headliner with Caesars Entertainment at the iconic hotel properties The LINQ, The Flamingo and The Paris. His clean, family-friendly "Comedy in Action" show remains highly acclaimed. Jeff now takes his renowned comedy show to live, virtual and hybrid corporate events and conferences globally. Having been featured in national publications including *Forbes* and *The Wall Street Journal*, Jeff also serves as a Host Personality and Keynote Speaker for major corporations, associations and nonprofit organizations.

THE SIGN OF SECURITY
3 Generations at Gillmore Security

Gillmore Security is celebrating 53 years of service to its customers. They have been a family business fully committed to the welfare of their associates and the safety of their customers. Through five decades of guarding homes and businesses from the threat of intruders, carbon monoxide and fire, they have remained focused on customer service, honesty and integrity.

Alan Gillmore IV's grandfather owned a commercial construction company in the late 1960s and early 1970s. During that time in Cleveland, there was a lot of social turmoil and civil unrest. He predicted an opportunity: security would be a growing need in the future. That recognition prompted him to buy a Westinghouse Security franchise.

He still had his commercial construction company, but he hired professional management and began to install security systems. It was primarily residential at the time. They didn't do any commercial security whatsoever. Alan's father joined the business a few years later.

"My dad used to joke," said Gillmore, "that they would call and say, I'm from Gillmore Security. And the guy would respond, 'No, no, no, I'm okay. I've got a stockbroker already.' Because people didn't know what a home security system was."

Gillmore Security didn't start with a central station. They used a third-party service to monitor the systems. This was back when everything was wired together. They would sell a system for $10,000 and spend weeks on-site installing it.

Early on, Gillmore decided they needed more market penetration and word of mouth advertising. A great way to do that, and

provide a deterrent to potential burglaries, was to create yard signs for existing customers. The idea had proven its value in California cities like Palm Springs and Beverly Hills, and Gillmore Security wanted to bring it to Cleveland neighborhoods.

In the spring of 1975, Alan's father, Alan Gillmore III, was leading the charge in educating local municipalities to allow burglar alarm signage in the city.

Sometime after winning that battle with the various cities in and around Cleveland, the use

Pinkertons was the early monitoring center for Westinghouse Alarm Systems, as seen above.

Uniform burglar alarm signs planned for Shaker Heights

of burglar alarm signs became commonplace and led to where they are today. Every installation gets at least one or two. But even though the industry has standardized on using yard signs, Gillmore Security doesn't use the typical inexpensive versions that are so common today.

As Gillmore tells the story, "We get so many leads today from our signs. Our signs are heavy duty and made from the highest quality materials. We have reflective, aluminum metal signs easily seen at night. They're very nice. It's important to us from a brand standpoint that when the service techs are out there, they fix the sign, they replace the sign if needed. Some alarm companies have limits on the number of signs you can get. We provide however many the customer wants, because it's great advertising and our signs promote the brand. They have a very long post that goes into the ground. Nobody is stealing these signs.

"When we bring on technicians, salespeople, etc.—everyone's responsible for sign placement," Gillmore continues. "We literally put on a sign academy. We show them what we are looking for and how to install them. We don't ask the customer if they want a sign. We ask WHERE they would like their signs. We want to make sure it's visible from the street. It's part of your protection. We explain the value of it and people actually go out of their way to maintain it after that. They don't really think it's important if you don't explain it to them.

"Once customers understand that this could stop somebody from coming up and stealing a car, breaking a window, something like that, it's a great deterrent. We do the same with window decals, but people are a little bit more resistant to that. We do that more commercially where there's

no place to put a sign. But we're proud of our signs, proud of how we do it. Some companies maybe pay as low as $5 for a sign. We probably pay $25 a sign. It's part of our brand being a high-quality service provider in the area. You know, if you have a cheap little sign, it's all broken up, never lasts. To us, that sign says something about the business. We want to make sure that we create a long-term relationship. The sign is part of that."

The Westinghouse Brand had been the gold standard for equipment. A great name, but at some point, they were asking all

the entrepreneurs not to use the Westinghouse name and to brand the franchises under their own name instead. In 1976, Gillmore Security made the move to Westec Security.

"Westec was great because it had great training programs, including sales and marketing programs," said Gillmore. "They taught us how to grow and extend the franchise."

Eventually many of the Westec franchise dealers became Silent Knight Regency dealers. "They built on what we learned from Westec, and they provided

us with a network of dealers we could share and learn best practices from. Around that time, we decided to change our company name to just Gillmore Security and not have any other name on the signs." The Gillmore Security signs are still the same color blue as they were from the beginning, so they have been able to build on the Gillmore name successfully for decades.

At the beginning of Alan's career, after graduating from college, he worked outside the family business for a couple of years in finance and M&A work. When he finally joined Gillmore Security, he started out in the residential sales department, setting up appointments in the evenings or weekends. "I took the sales territories of neighborhoods the other salespeople didn't want," he said. "I was basically cutting my teeth and learning the industry."

Gillmore did that for two years, then moved to the commercial side, where a seasoned professional trained him on how to close and design more

complicated systems. With a few more years of experience under his belt, he went back to school to get his MBA and continued to work and learn various aspects of the business. Eventually he was placed in charge of the entire sales department. Then he was named chief operating officer before becoming president, where he has served for the last eight years.

After Gillmore received his MBA, he went on a "benchmarking" tour of some key alarm companies around the US. He visited their operations, made keen observations and took a notebook full of notes.

"Carl Tannenbaum, our attorney, arranged for me to meet with Bay Alarm. I remember meeting with Matt and Tim (Westphal) and touring their facility. Scott Elkins, UAS, and then John Smythe at Habitec Security," Gillmore recalls. "These visits were very eye-opening for us. One of the biggest takeaways was when we visited with Scott Elkins. He was talking about NetOne (then SNA),

Gillmore Security has a reputation for successfully protecting large, mid-sized and small family-owned businesses throughout Northeast Ohio.

They provide security clients with careful consultation, installation, training, monitoring and service for a variety of security system solutions.

Four core principles guide Gillmore Security:

• Their business security associates are their most valuable assets.

• Every associate will provide heroic customer service.

• Every associate will strive toward superiority in every endeavor.

• They will always be honest with their customers and their associates.

what he had gotten out of it, the benchmarking, best practices and collaboration with like-minded companies. When I got home, I had a whole notebook full of ideas, but I circled one. It said, 'Join NetOne.'"

After joining NetOne, Gillmore shifted to a more recurring monthly revenue focus. "Before that, we didn't think about it that much," said Gillmore. "We didn't understand the power of it. We had always done rate increases, but we did not have a methodology. Systemizing it helped us a great deal to grow steadily."

The trip provided more of a commercial focus to their business as well, which gave them the ability to determine the jobs they wanted do and walk away from jobs that did not have a good recurring revenue to them.

With additional growth comes the ability to make acquisitions. Gillmore has made more than 20 acquisitions over the last 25 years, with more than half of those being in the last seven years, including a rather sizeable one just recently.

"Recently we made a rather sizable acquisition that gave us two new branch locations, Youngstown and Dayton. These branches allow us to service our existing middle Ohio customers better and also has led to growth into Indiana and Pennsylvania, which is pretty exciting.

"We have been very successful with our acquisitions because we are a friendly acquirer. We try to be patient in the process and integration and know we can learn as much from the new companies as they can from us. Our hope is to continue building on the original company's legacy; we're buying the relationships, not just the accounts. We are

also very focused on bringing the people on board as they are the ones who made the company successful, and we want to leverage that."

Today, Ryan Gillmore is the executive vice president and oversees the residential side of the business. He also runs the new construction division and what they call the MAC Group, which is "Move-Add-Change" group, where they work diligently to delight the customer with quick turnarounds as well as save customers and prevent attrition at any cost.

As a result of the MAC Group and other management strategies, Gillmore Security enjoys an extremely low attrition rate, even when doing acquisitions.

"Our attrition is almost always lower than the company we are acquiring. We go out of our way to save customers and service them in a way that they want to stay with us," said Gillmore. "We are currently at a 20-year attrition low for us. It's the lowest I've seen."

Their low attrition numbers are backed up by extremely high

Google reviews. An average 4.9 stars out of five is impressive— and that's with over 300 reviews. Those reviews are organic, as Gillmore reports they have not leveraged a marketing tool to garner reviews.

"We try to stay in a geography where we can get service to customers very quickly. That is very important to us."

"From a service standpoint, we try to stay within a couple-hour drive of any one of our branch locations, which covers a fairly large area at this point. That allows us to have Columbus, northern Cincinnati, western Pennsylvania, western New York, and generally, obviously, our core is in Northeast Ohio. That's

our highest concentration and density," said Gillmore.

Gillmore Security is the largest privately held reporting company in the SDM100, at number 48 in 2024. As they grow, they look to move into other nearby markets and become a more regional player in Ohio and surrounding states.

"That's always been our goal. We're optimistic that we can look at an acquisition in Columbus or somewhere in our immediate neighborhood, fill in and continue to grow. That's our general methodology," said Gillmore.

"I'd say 80% of our new revenue comes from commercial clients. Of those commercial clients in our region, we'll do manufacturing, office, warehousing and other large commercial verticals. Cleveland has sort of reinvented itself, but there's a ton of business in industrial applications," said Gillmore. "The beauty of those

places is, you can't just walk in the door, cold call and be like, 'Hey, I want to do your security.' It's very difficult to find the right person or to be able to go through that chain unless somebody else has a higher-level relationship. So, I think that's part of the reason our attrition is so low. We have long-standing relationships with those types of companies."

Although Gillmore Security is a third-generation alarm company, it's more like a second-generation family business. When the original founder, Alan's grandfather, decided to sell the company, he was the only shareholder and so Alan's father (Alan Gillmore III), purchased it outright. The family has worked very hard to put a structure in place that will allow the company to continue as a family-owned business to the third, and eventually fourth, generation.
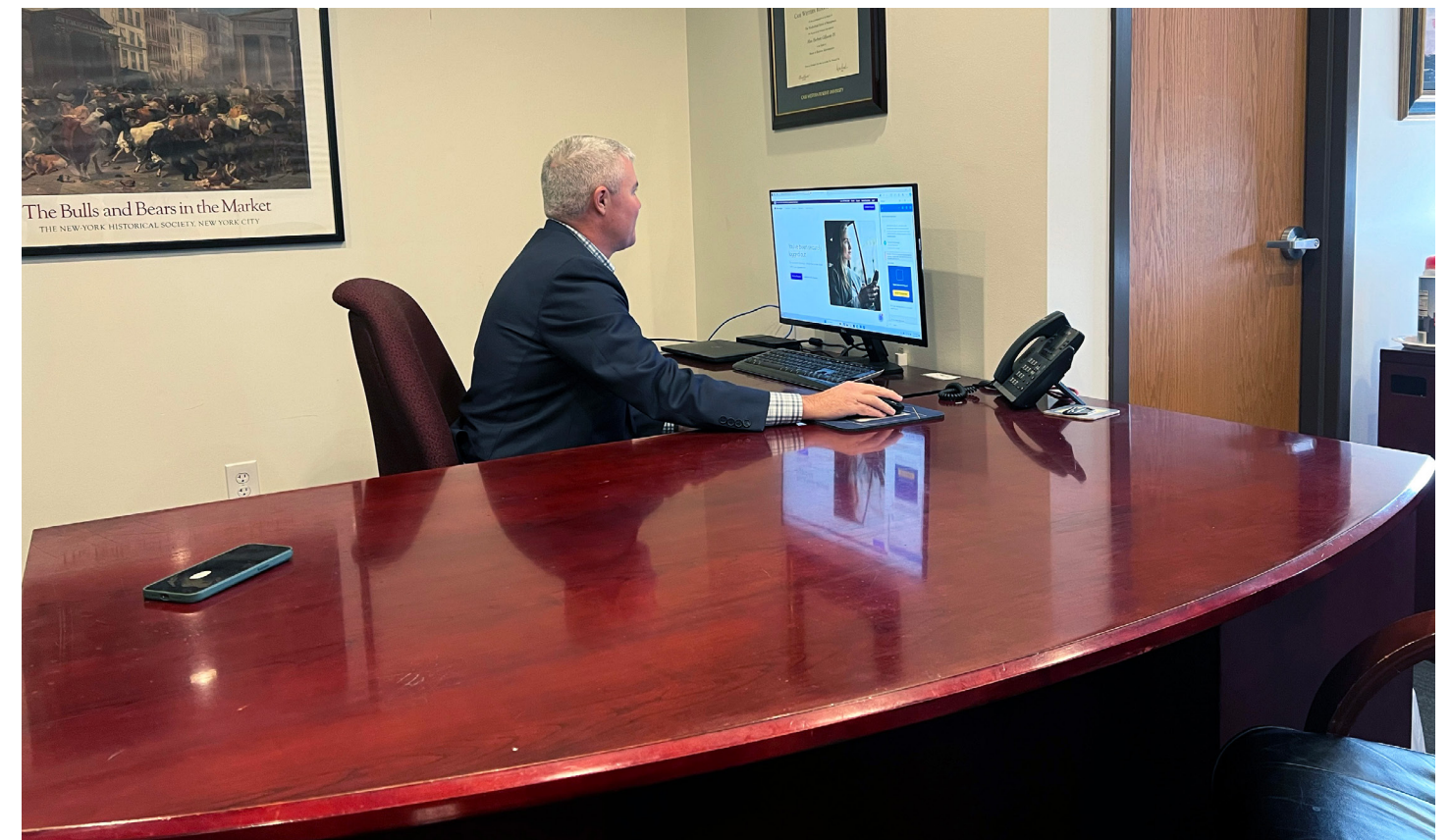
Q: What advice do you have for a family-run company that's in the second or maybe looking at the third generation?

NUMBER ONE

"I would say start early. These things take a lot of time. And if you wait until you need to do something in the next year, two years, three years, five years, it's going to be very difficult to do. So, we started early. It's also easy to have conversations when it's more academic versus when you're dealing with health issues or there's imminent reasons. One of these days we're going to be forced to have these conversations, but let's have them now, when they are not so filled with emotion. Ultimately the goal is to find somebody you really trust because you're putting the future of your entire family and potential legacy in those hands."

NUMBER TWO

"Benchmark with other companies that have done it well. It doesn't have to be in our industry, but being in our industry does help. Also, I think it's important to figure out a way to build good decision-making, like how you approach decision-making as a family unit, so at the end of the day it's probably not going to be fair, but it's got to be equitable. Not everybody in the family has the same personal circumstances, but how do you create a decision-making framework so that you can maintain equitability within your family and have an understanding that this is the deal, and then if somebody dies, here's how things would play out. Here's how we're going to make sure the valuation is fair. Here's what would happen to a spouse. Here's how we go to the next generation. Here's how the generation should come in."

NUMBER THREE

"Set up a Board of Advisors. People from outside your company. People you trust that have some expertise in sales and marketing, finance or operations, things like that."

"When I went to school for my MBA, I took a family business class which had a strong focus on succession planning. It gave me some insight into family business dynamics. Every family business is a little different, between number of siblings, ownership structure and overall skill sets of family members. I firmly believe though, over time, if you don't have a plan in place, it will lead to equity dilution. I think that is why you don't see that many third-generation companies make it."

Currently, Alan, his brother and his dad are shareholders of the company, and they have successfully created succession planning that makes sense for their family. "We stay pretty much in alignment," said Alan. "To date, we have always had unanimous shareholder votes, a fact we are proud of.

"With our succession planning, we've definitely put in place the vehicle to bring the fourth generation into the business," Gillmore said. "My father did a lot of work back in 2008 to get that set up." Much of t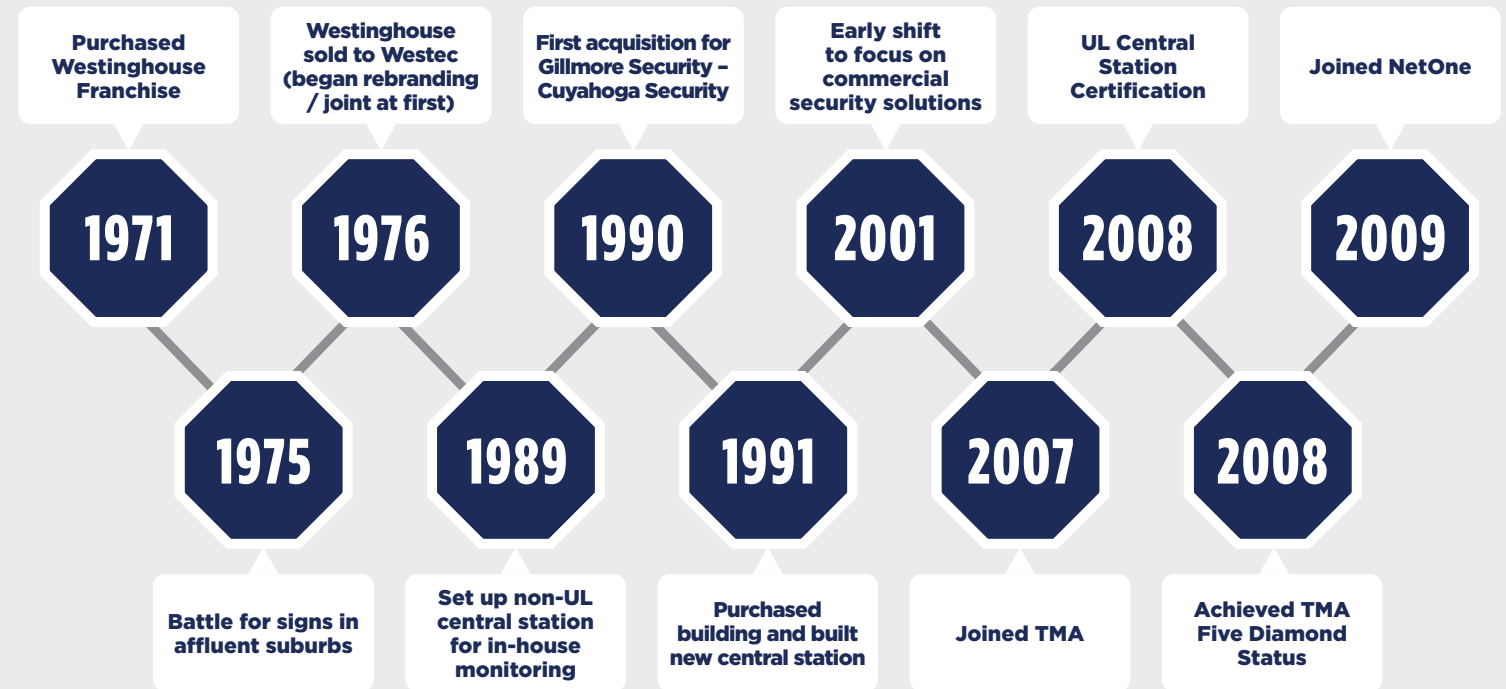he focus is placed on maintaining business continuity. Alan Gillmore III met with many advisors in the field, but eventually they selected a few experts who helped set up the legal succession with tax planning and a livable program.

"According to The Family Firm Institute, 30% of family-owned businesses make it to the second generation, 12% advance to third-generation ownership and a mere 3% survive into the fourth generation. While many factors are involved— including the sale of first-generation businesses, the lack of succession planning plays a large role in those numbers."

"Early on, my dad engaged with a lot of family business consultants. Some are better than others. Through that process, we ultimately found our attorney, who works with our current tax people, and he's just a brilliant guy. He's done a great job for us. I would say that working through the consultants led us to the right advisors to help us," Gillmore said. ●

HISTORICAL TIMELINE

GILLMORE SECURITY

Year	Event
1971	Purchased Westinghouse Franchise
1975	Battle for signs in affluent suburbs
1976	Westinghouse sold to Westec (began rebranding / joint at first)
1989	Set up non-UL central station for in-house monitoring
1990	First acquisition for Gillmore Security – Cuyahoga Security
1991	Purchased building and built new central station
2001	Early shift to focus on commercial security solutions
2007	Joined TMA
2008	UL Central Station Certification
2008	Achieved TMA Five Diamond Status
2009	Joined NetOne

Voice of the Access Control Industry

We were honored to have a recent visit from the voice of the access control industry, Lee Odess, to our DMP headquarters. We spent a day talking about the access control market and how DMP fits within it as a hardware, software and cloud access provider. DMP sells almost 6000 doors of access control each month, making it one of the top access control suppliers in the US.

Lee is a thought leader, access expert and the author of the *Access Control Executive Brief*, which includes stories and trends impacting the industry, exciting news relating to the industry for today and tomorrow, vertical insights and analysis, product/feature/service breakdowns and much more.

X ACCESS CONTROL EXECUTIVE BRIEF

You can read more about the access control industry and Lee's Executive Brief on DMP at LeeOdess.com/ExecutiveBrief or by following Lee or the Access Control Executive Brief on LinkedIn.

XT75 Delivers Premium Features in a Small Footprint

DMP announces the release of a highly anticipated control panel designed to bridge the gap between the XT Series and the XR Series. The XT75 tightly integrates intrusion, access control and AlarmVision® – making it ideal for customers who need a robust system with a smaller footprint.

- Access control that's simple to use, similar to X1 programming
- Compatible with AlarmVision technology
- Faster installs with built-in wireless
- Built-in encryption to Dealer Admin

The XT75 supports AlarmVision products, a compatibility previously only available through XR Series panels, giving the ability to monitor real events in real time with a real response. "By combining the XT75 with an XV Gateway, small businesses and residential customers can benefit from AlarmVision technology without upgrading to the XR Series," said Warren Hill, executive director of product management for DMP. "Since AlarmVision was introduced, it has significantly reduced costly false alarms in every case."

The XT75 can be programmed with up to 142 zones, 200 users and 50 wireless fobs. It has a built-in wireless receiver, onboard network and connection for a Wi-Fi module. Like all DMP control panels, it comes with free network communication, 100% product testing and is manufactured in the U.S. with U.S. and global components.

WATCH THE WEBINAR

The Perfect Panel
~~Doesn't Exist~~
Is Here.
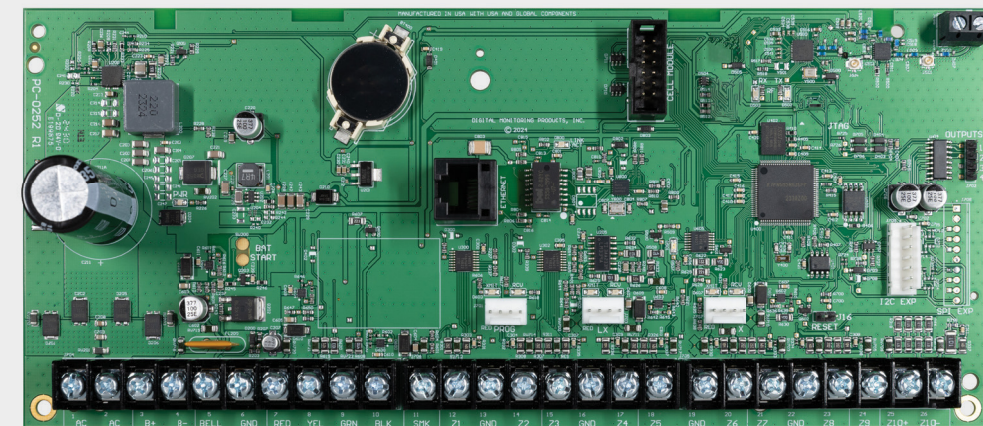
XT75

Intrusion, **access control**, and **video technology** combine to form the industry's most tightly integrated security panel.

Introducing the newest innovation from DMP — a blend of X1, XR and XT series panels *perfectly* sized, *perfectly* designed and *perfectly* equipped for large residential and small retail customers.

Visit **DMP.com/XT75-DD** to learn just how perfect this security solution is for you.

Small business/retail

Quick-serve restaurants

Large residential

Hardwire systems (opportunities for takeover or adding wireless capabilities)

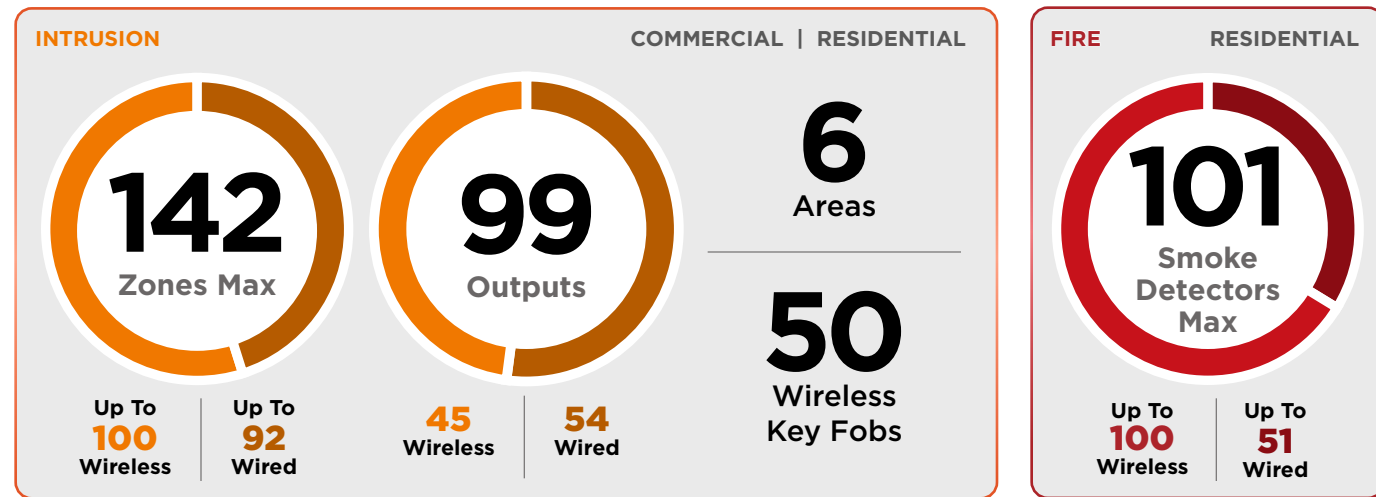Current XT customers needing access control or AlarmVision compatibility

FEATURING THE NEW XT75

XT Series: Hybrid Control Panels for Residential or Small Business

The XT75 seamlessly integrates intrusion, access control and AlarmVision® — making it ideal for customers who need a robust system with a small footprint. The XT Series provides a range of intrusion panels that are richly featured and perfectly priced for larger residential and small retail markets.

Benefits
- Free Network Communication
- Fast installation and programming
- Fully featured to meet nearly any security application
- Integrated system, multiple features working together

Benefits to End Users
- Easily manage with Virtual Keypad

- Late to Open / Early to Close features
- Z-Wave support
- False Alarm Question
- Red Keypad feature

Integrated System Simplifies Operations
An integrated system gives you the full benefit of multiple security features, all working together. Intrusion and access features working together makes installation, programming and servicing easier. Reduce potential points of failure and streamline your business operations — eliminating wasted revenue.

Convenient to Manage with Virtual Keypad™
The ultimate in flexibility and convenience, Virtual Keypad app or browser allows you to manage your security system from anywhere in one simple interface.

Trusted Wireless
Our 900 MHz spread-spectrum Two Way Wireless is tried and true. As the industry's longest-range wireless with the widest selection of products for its class, millions of units have been installed in the

field by countless dealers who rely on secure, powerful wireless for their customers.

XT75 Delivers Premium Features in a Small Footprint
- Robust access control that's simple to use, similar to X1 programming
- Compatible with AlarmVision technology
- Faster installs with built-in wireless
- Built-in encryption to Dealer Admin

AlarmVision
The XT75 is compatible with AlarmVision products, giving you the ability to monitor real events in real time with a real response. Install XV Gateways with AlarmVision to turn cameras into intelligent motion detectors and significantly reduce costly false alarms. ●

Model Comparison
TECH & SPECS

	XT30	XT50	XT75
KEY FEATURES			
Supports AlarmVision			✓
INTRUSION			
Devices	8	8	8
Hardwired Zones	42	42	92
Areas	6	6	6
Wireless Zones	32	48	100
Wireless Repeaters	8	8	8
Wireless Fobs	8	8	50
Users	30	99	200
Event Log	100	200	1,000
ACCESS CONTROL			
Doors of Access	8	8	8
Schedules	1	1	10
Wiegand Support	Yes	Yes	Yes
OSDP Support	Yes	Yes	Yes
COMMUNICATION			
Wi-Fi	Yes	Yes	Yes
Network	Yes	Yes	Yes
Cellular	Yes	Yes	Yes
Phone Line Dialer	Yes	Yes	No
Direct to Monitoring Center Communication	Yes	Yes	Yes
FEATURES			
Virtual Keypad (End-User App) Support	Yes	Yes	Yes
Free Network Communication	Yes	Yes	Yes
Manufactured in USA	Yes	Yes	Yes
Built-in Wireless Receiver	No	Yes - 1,200 feet	Yes - 1.5 miles

XT75 Control Panel

TARGET AUDIENCES

- Quick Serve Restaurants
- Large Residential
- Small Business & Retail
- Add Wireless to Hardwire Systems
- Upgrade XT50 Customers

INTRUSION — COMMERCIAL | RESIDENTIAL

142 Zones Max
- Up To **100** Wireless
- Up To **92** Wired

99 Outputs
- **45** Wireless
- **54** Wired

6 Areas

50 Wireless Key Fobs

FIRE — RESIDENTIAL

101 Smoke Detectors Max
- Up To **100** Wireless
- Up To **51** Wired

Real Events. Real Time. Real Response.

Turn cameras into intelligent motion detectors to significantly reduce costly false alarms with the XV Gateway with AlarmVision®.

VIDEO

Eliminate **nuisance notifications**.

Be notified only about **the things that matter**.

How AlarmVision Works

- Person, Vehicle, Animal or Loitering Detected
- Alarm Notification to Panel
- Outputs Triggered, Customer Verifies Alarm with Monitoring Center

12/14/24 9:45:12

ENTRANCE

IS THIS A FALSE ALARM?
Real Alarm   False Alarm
Pizza King **Burglary Alarm** on ENTRANCE at 9:45 A.M.

ANSI/UL 1023 | ANSI/UL 985 | ANSI/UL 2610
FCC Part 15 ID CCKPC0252 | Industry Canada ID: 5251A-PC0252

MANUFACTURED IN THE ★USA★ WITH U.S. AND GLOBAL COMPONENTS

Intuitive Access Control

Robust access control that is simple to program and simple to use.

ACCESS CONTROL

200 Users

8 Doors/Keypads

40 Holiday Dates

10 Schedules

Matt Davidson — Home Owner
- ☑ Master
- ☐ Standard
- ☐ Scheduled
- ☐ Temporary

Matt Davidson — Pizza King Owner
- ☑ Manager
- ☐ Standard Employee
- ☐ Contractors
- ☐ Cleaning Crew

4 Authority Levels

10 Customizable Groups

1 Group Per User

Performance Excellence

High quality features and communication options that bring you consistent protection.

2 Amps Aux Power

3x Faster Processing Speed Than XT30 and XT50

"Auto Sensing Zones" for 1K-10K Resistors

High Power Receiver On Board: 1.5 miles

COMMUNICATION

4 Communication Paths

NO NOC

Direct to Monitoring Center

- ✓ Cellular
- ✓ Wi-Fi
- ✓ **FREE** Network
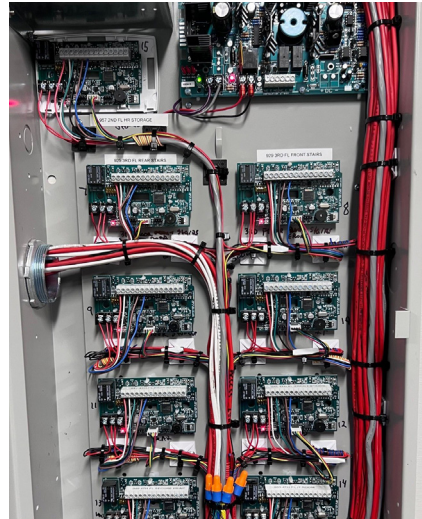
FEATURED INSTALLATION

Reliance Bank is a local community bank that serves the central PA region with 8 branches and a corporate office. They previously were contracted with one of our competitors at all of their locations. Last year, they reached out to us for a quote when they were opening a new branch in downtown Altoona to see if we could offer a better solution and better service. After our initial meeting to discuss their needs for security, fire, and access control, it became apparent that DMP would be the perfect partner for this job.

24 Hour Protection
P-ARK
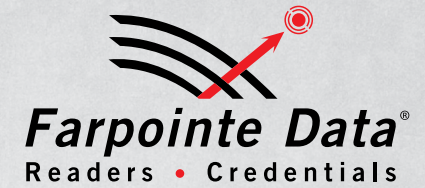**SECURITY SYSTEMS**
1-866-695-6695

We got to work on designing the system and also engaged the team at DMP for a demo with the executive group at Reliance. Needless to say, they were extremely impressed with the integration of security and access control and ease of use of the DMP system compared to what they were used to. We ended up winning the job and finished the installation in time for their grand opening. After using the system for a few months, they contacted us again and asked for a proposal for their new corporate office that they were building as well as their 7 other branches. With the help of DMP, we were able to win that proposal as well!

All 9 locations have an XR550 panel with security, fire and access control. There are a total of 37 doors of access control across the 9 locations, 16 of which are at the corporate office. ●

"Storm shelters" meet the requirements in the ICC 500 standard.

"Safe rooms" meet the requirements in the ICC 500 standard and the more stringent FEMA Funding Criteria for near-absolute protection in this publication. All FEMA safe room criteria meet or exceed the storm shelter requirements of ICC 500.

FEMA safe room doors can be unlocked in a number of ways, including:

- **Remote access**
  Some FEMA shelters use a cellular app to allow authorized personnel to unlock doors from anywhere. This system can provide a faster response time during severe weather.

- **Tornado watch**
  Some schools open their FEMA safe rooms when the National Weather Service issues a tornado watch.

- **Severe weather**
  Some schools open their FEMA safe rooms when a tornado touches down nearby.

- **Office of Emergency Management**
  Some FEMA safe rooms are opened when the Office of Emergency Management deems it necessary.

FEMA P-361 states that safe room egress doors should be operable from the inside without the use of keys or special knowledge.

X1 Can Improve Access to FEMA Safe Rooms

Many communities rely on storm shelters or safe rooms to protect citizens during tornadoes or hurricanes. The Federal Emergency Management Agency (FEMA) provides grants to assist with safe room construction, as long as the construction meets certain standards and criteria. The publication FEMA P-361, *Safe Rooms for Tornadoes and Hurricanes: Guidance for Community and Residential Safe Rooms*, outlines these requirements.

With its convenience and versatility, the X1 Series offers a perfect access control solution for FEMA safe rooms.

Community safe rooms and storm shelters are necessities in areas at risk of tornado and hurricane damage. Citizens need an available, secure location to wait out the storm and depend on storm shelters to be accessible and convenient.

Safe rooms are locked when they are not in use. When a weather warning is issued, the shelters are unlocked by authorized personnel. However, there is the risk that personnel with keys will be unable to get to the location in the midst of a weather emergency, leaving people waiting outside the safe room exposed as the storm approaches—the exact opposite of what they went seeking.

This happened in Ozark, Missouri in April 2024. Under a last-minute tornado warning, the community safe room hadn't been unlocked and citizens were waiting outside. The Ozark Police Department usually sends someone to unlock the door, but in the inclement weather, they were busy responding to an emergency.

The delay led Ozark officials to evaluate their procedures and seek a new solution that would offer more security and more flexibility for accessing their community safe room during emergencies. By July 31, 2024, Ozark officials announced that upgrades to the safe room had been completed, which included the ability to remotely unlock doors.

Some FEMA storm safe rooms are opened when the Office of Emergency Management deems it necessary. FEMA P-361 states that safe room egress doors should be operable from the inside without the use of keys or special knowledge.

Being able to lock and unlock the safe room remotely is a vital time-saving feature. The cellular-based X1 Series access solution can be managed remotely through the Virtual Keypad app or browser. It's ideal for FEMA safe rooms, when response time matters most. X1 also has a variety of communication options that make it easy to install almost anywhere.

"With X1, you have the flexibility of configuring how it connects to the cloud based off the best method for that location," said Jon Adams, vice president of sales at DMP. "If you're going into a situation where there isn't an ideal network environment, you can use cell only. Any door that has power can be an access control door now. If you have power and you have a door, you have everything you need to have an access control door." With its convenience and versatility, the X1 Series offers a perfect access control solution for FEMA safe rooms. ●

DMP Partners with Wavelynx to Introduce Mobile Wallet Integration for Virtual Keypad™ App

New partnership agreement enables DMP to deliver Ethos™ reader line and Wavelynx Wallet to customers, streamlining access control, enhancing security and improving user convenience.

DMP has released a new update to Virtual Keypad, which introduces mobile wallet credentials powered by Wavelynx – a leader in advanced, secure and versatile reader and credential solutions. This update brings the latest in mobile credential technology to the DMP line of access control products and services.

"Adding this functionality to Virtual Keypad allows DMP dealers to offer the latest in access credential technologies without the burden of deploying multiple processes and apps," said Warren Hill, executive director of product management at DMP. "Customers are able to upgrade their access control with the app they already use to manage their systems."

Virtual Keypad is a software platform developed and supported by DMP that allows end users to easily and conveniently manage all aspects of their security and access control systems. Having mobile wallet credentials integrated into Virtual Keypad paves the way for future credential management. Mobile wallet credentials enhance security across facilities and introduce a new level of convenience, reflecting society's shift toward mobile-based solutions for all aspects of daily life.

"Our partnership with DMP to power their mobile wallet credential and reader solution reflects our shared commitment to delivering innovative and secure access solutions for customers," said Rob Lydic,

ET20-7WS
Single Gang Multi-Technology Reader

ET10-7WS
Mullion Multi-Technology Reader

WATCH THE
WEBINAR

president of Wavelynx. "Together, we're providing users with greater flexibility while upholding the highest security standards in modern access control."

Mobile wallet credentials allow users to add their access credentials to Apple® and Google® devices, enabling them to use their phones for access control when used with compatible readers, like the new DMP multi-technology readers powered by Wavelynx. While Bluetooth credentials rely on a device's Bluetooth communication, wallet credentials use the NFC technology found in most modern

smartphones. This NFC technology is the same secure and reliable system used for tap-to-pay transactions. With this technology, the credential will grant access even if the Virtual Keypad app is not running—and can continue to operate even when the phone has auto-powered down due to a low-battery.

A new, more flexible option for purchasing credentials is also being implemented with the introduction of this service. DMP Dealers can sign up for a monthly subscription to a pool of reusable credentials. ●

DMP Honored in SecurityInfoWatch.com Readers' Choice Awards

2024 SIW SECURITY INFOWATCH.COM® READERS' CHOICE AWARDS™

CHECK OUT THE
WINNING PRODUCTS

DMP is pleased to announce that its XR Panel to XR Panel Connectivity Solution has been named the top product in the SecurityInfoWatch.com Readers' Choice Product Awards in the Alarm Systems category.

"XR to XR communication is a feature that came directly from dealer feedback," said Jon Adams, DMP vice president of sales. "It's terrific for any site with multiple buildings that people want to manage as one system. This makes it simpler than ever to manage a large campus."

Additionally, the XV Gateway with AlarmVision® has been selected as an honorable mention in the Intrusion Detection & Perimeter Security category.

"The drastic reduction in false alarms and the ability to identify real threats as they are happening solves an issue the industry has struggled with for decades," said Warren Hill, executive director of product management for DMP.

"Relationships that were strained by the performance of motion detectors are now resolved because of the capabilities of AlarmVision," said Adams. "It's the direction the future of the industry needs to go to meet our customers' growing needs. With XV Gateways, DMP dealers are getting a chance to lead the market."

The SecurityInfoWatch Readers' Choice Awards recognize the most impactful products introduced in the physical security industry over the past year (April 2023 through June 2024) in 19 different categories. The program is judged and decided by the very people who use and install these products every day. Voting was open to any SecurityInfoWatch reader (one vote per IP address) during August and September. In all, nearly 2,200 security professionals participated in the voting.

"SecurityInfoWatch congratulates all of the award winners in our annual Readers' Choice Awards," said SecurityInfoWatch Editorial

Director Steve Lasky. "These products represent the best of the best among the newest technologies that are helping to secure people and property."

Visit www.securityinfowatch. com/readerschoice for the full list of the winning products, or print subscribers can check them out in the annual Winter Big Book product guide, a special December 2024 bonus publication to *Security Business, Security Technology Executive (STE)* and *Locksmith Ledger* magazines.

About SecurityInfoWatch

SecurityInfoWatch.com is the security industry's premier online portal for breaking security news and analysis, original content, new product coverage, thought-provoking technology analysis, webinars, e-newsletters and much more. It is also the online home for *Security Business* magazine and *Security Technology Executive (STE)* magazine. ●

DMP Training Opportunities

With our vast world-class training options, you and your employees can gain intensive product knowledge, sales insights and leadership training through online courses or in-person training at DMP Headquarters. Visit DMP.com/DMPUniversity for more information.

TECHNICIAN BOOTCAMP

Hosted at DMP Headquarters, this bootcamp is designed to immerse technicians in DMP products and culture. Hands-on training labs are geared to dealer technicians who have basic alarm installation experience, basic computer skills and mobile app exposure.

ADVANCED TECHNICIAN BOOTCAMP

For those who have a greater understanding of DMP's higher level programming. Technicians who passed our Technician Bootcamp are invited to take this course, hosted at DMP Headquarters.

CONTROL PANELS AND OTHER HARDWARE TRAINING

Instructor-led, on-site training for your team. Each course consists of interactive classroom training, combining traditional classroom-style teaching with hands-on training.

SOFTWARE TRAINING

Instructor-led, on-site training for your team. These courses provide an understanding of the basic features, how programming affects the systems and the correct way to program each software. Much of the software training can also be accessed online, still instructor-led.

END USER TRAINING

Instructor-led, on-site training for your team. These courses engage technicians, programmers and salespeople with end user training from a keypad and Virtual Keypad. Virtual Keypad webinar training is also available.

UPSELLING TRAINING

Instructor-led, on-site training for your team. This class teaches a methodology to generate leads and self-generate sales through value, exceptional customer service, integrity and professionalism.

SALES ACADEMY

Solid sales strategies that will last a lifetime, taught at DMP Headquarters. Whether you're in commercial or residential sales, this class will teach you sales techniques to use when speaking to prospective customers.

SALES MANAGEMENT ACADEMY

Sales Management Academy provides the tools you need to be an effective sales leader. You will learn how to onboard and train and how to assess salespeople to promote their growth and development.

DMP UNIVERSITY

World-class training online. Gain intensive product knowledge, sales insights and leadership training through online courses. Become more competent and confident in your product knowledge with online, on-demand courses.

ENTRÉ VIRTUAL CERTIFICATION

Online training that provides Entré certification. Prerequisites required before enrollment in an upcoming class. Certification requires full attendance in the three-day class and a passing score on all certification exams.

Training hosted at DMP Headquarters in Springfield, Missouri

Training on-site for you and your team at your company

Online training, videos and webinars

Replace your current
RMR & CRM softwares with

WH **WorkHorse**
Service Company Solutions

Your **Single Point** of **Data Entry**

WHServices

- RMR Billing
- Field Service Management
- Lead & Sales Management
- e-Agreements
- Mobile Work Order
- Payments
- Reviews

WHCustomer Portal

- Review and Accept Estimates
- Make Payments on Invoices
- Chat with your Customers/Dealers
- Customers can Place Systems on Test & Update Emergency Contacts

WHMessaging (MMS)

- InTouch in RealTime
- Reviews
- Payments
- Chat
- Feedback

2 way sync + 40 Central Station Integrations

Acadian Monitoring Services · AFFILIATED MONITORING · Alarm Central llc · Alarm MONITORING SERVICES INC. · AlarmWatch · ALL AMERICAN MONITORING · a.p.i. MONITORING

ARMSTRONGS · avantguard · CMS · DC DISPATCH CENTER LTD. · COPS Monitoring · Dynamark · CENTRAL · Guard Tronic

LANYAC · Legacy Security Services, Inc. · Monitoring America alarm co-op · nmc national monitoring center · QUICK RESPONSE · RAPID RESPONSE · SECURITY CENTRAL

STATEWIDE CENTRAL STATION · UCC · USM US MONITORING INC. · USA CENTRAL STATION · WHIRC · your Monitoring Station

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941-229-8200 AlarmCompany.Software **WorkHorseSCS.com**

@WorkHorseSCS

DMP Sales Training Workshop Options

If you would like us to bring sales training to you at your company, contact Angela Hudson at AHudson@DMP.com.

SALES EXCELLENCE TRAINING
EST. 2019

2025 Sales Training Opportunities

Sales ACADEMY

FEBRUARY 11 – 14 | Residential
MAY 6 – 9 | Commercial
SEPTEMBER 23 – 26 | Residential
NOVEMBER 4 – 7 | Commercial

SALES MANAGEMENT ACADEMY
EST. 2020

OCTOBER 8 – 9

JOIN TMA!

The Monitoring Association (TMA) is a thriving professional community of security integrators, monitoring centers, and third-party monitoring providers, as well as security manufacturers, service providers, and consultants. **Join TMA and give your company every advantage for success in today's competitive marketplace.**

A Network You Can Trust.
As a TMA member, your team is instantly part of a network of professionals with knowledge, experience, and expertise that spans security and monitoring operations and technology. Consultants and service providers who specialize in marketing, insurance, risk management, law, banking, and finance are also engaged within TMA. **Take your business to new levels of success with TMA.**

A Forum for Your Voice.
From groundbreaking ANSI standards to influential legislation, TMA members have the opportunity to be on the frontlines of decision-making that will impact the future of their business. **Make certain your business' priorities and interests are represented by TMA.**

A Resource for Competitive Distinction.
TMA offers credentials and programs designed specifically for monitoring centers. When prospects look to evaluate service providers in today's competitive landscape, TMA's Five Diamond and IQ credentials and ASAP-to-PSAP service convey a commitment to service excellence. TMATraining.org features an extensive portfolio of online courses for professionals in the security industry. TMA members receive discounted prices. **Distinguish your business in the marketplace with TMA.**

To apply, visit tma.us/membership/why-join/.

The Monitoring Association

THE SALES SKINNY

PROSPECTING – MAKING THINGS HAPPEN

Jack Conard, Director of Sales Training

You know, I like to talk a lot about prospecting, because prospecting is one of those things you must do right every day or suffer the consequences of not making enough money. And I also know that many salespeople do not like or want to prospect. Do you? Do you like it? Do you want to prospect?

Of all the things you must do as a successful salesperson, prospecting is the most important. Now, you might say you get plenty of leads from your company. And I would say...REALLY??

You know, selling is one of the only jobs in America that allows you to make as much money as you want to. And, you don't have to have an MBA or PhD or anything like that to make the money. You must have a drive and ambition to do well. You must get on it every day. And if you develop the success habits that great salespeople have, you will make a lot of money!

Now, you can sit back and wait for things to happen, or you can MAKE THINGS HAPPEN. Prospecting allows you to insert some control into your business. If you stay within the bounds of reason, you can identify your IDEAL PROSPECT with two questions:

Do they need you (your services)?

And...

Do you want them?

Market Segments
There are hundreds of potential customers who can fit the characteristics you want for a customer. Part of the problem with some salespeople is they go after anybody and everybody with a dollar. I'm sure you have customers in your fold that drive you crazy and you'd do anything to get rid of them. There are just some prospects you don't want to deal with. Begin your prospecting efforts as if you were a strobe or flood light. You want everybody to know that you exist and will pursue a variety of markets.

As you obtain success with any group, devote more of your time and energy to similar prospects. As you become even more knowledgeable about a particular market segment, you become an expert. Like-businesses congregate in like-territories. Look at your territory and I'll bet you have specific profiles or types of companies which dominate the landscape. As you increase your expertise toward the types of companies in your territory, you will get stronger helping those businesses or people.

Success Through Daily Goals
To get the good things in life, there is a price to pay. To be successful in sales you must have a never-ending string of prospects to see. To be successful in sales, you must realize sales is a numbers game, and if you work the numbers, you will eventually reap the rewards.

Now go "Get Your Cookie"! ●

Subscribe to the monthly Sales Skinny emails:
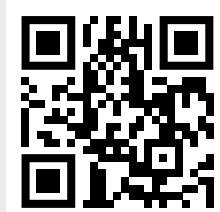
DMP.com/SalesTraining

SUMMARY OF 2023 ACTIVITY

SIAC – Security Industry Alarm Coalition

NATIONAL LAW ENFORCEMENT OUTREACH

IACP – International Association of Chiefs of Police – Attended the annual meeting & section zoom calls; Stan continues to chair the Alarm Sub-Group of the Private Sector Liaison Section where attendees are briefed on AVS-01, ASAP to PSAP status, SIAC Alarm Management Committee's activity and the Model Ordinance activity. We co-hosted a Board Reception along with ESA & TMA that was well-attended by the IACP Executive Director, President and many past-presidents and other key leaders.

NSA- National Sheriffs' Association – Attended the winter and annual meetings. Stan chairs Alarm Sub-group of their Outreach Committee and reports on all major industry topics (as stated above w/IACP). We co-hosted a board reception, meeting with key NSA leaders.

STATE LAW ENFORCEMENT OUTREACH

SACOP – IACP/State Association of Chiefs of Police – These are the state chapter associations where representatives from each state attend. We host a luncheon, update state chiefs on issues (same as IACP) and work to set up Alarm Management Committee's within each chapter.

We attended 15 annual state chiefs meetings and initiated or participated in 47 video calls. We organize/facilitate Alarm Management Committees (BOLD), yet maintain a strong presence in the others:

Arizona	Maine	Pennsylvania	Virginia
California	Michigan	South Carolina	West Virginia
Florida	Minnesota	Tennessee	Wisconsin
Georgia	North Carolina	Utah	

LOCAL ORDINANCE INTERACTIONS

Agencies that we assisted in some form of ordinance review/edit:

Phoenix, AZ	Oakland, CA	Marietta, GA	Columbia, SC
Paradise, Valley, AZ	Oxnard, CA	Bangor, ME	Greenville, SC
Scottsdale, AZ	Garden Grove, CA	Bath, ME	Myrtle Beach, SC
Vallejo, CA	Antioch, CA	Birch Run, MI	White House, TN
Hawthorne, CA	Fort Walton Beach, FL	Dearborn Heights, MI	Roy, UT
Los Angeles, CA	Palm Beach County, FL	Duluth, MN	Ogden, UT
Monterey Park, CA	Vero Beach, FL	Asheville, NC	Centerville, UT
Riverside, CA	Thomasville, GA	Gastonia, NC	Prince William Cty, VA
Sacramento, CA	Brookhaven, GA	Albuquerque, NM	Wheeling, WV
Woodland, CA	Kennesaw, GA	Rock Hill, SC	

MAJOR ACTIVITY AND ACCOMPLISHMENTS

- **California ASAP to PSAP** – SIAC was able to facilitate meetings between key leaders and California Chiefs to petition the California DOJ to approve the use of ASAP in California, breaking several years of program denial.
- **Albuquerque, NM** – Numerous meetings, calls, trips and materials provided to help educate local dealers who opposed a Verified Response proposal by the PD. After months of effort the PD dropped the proposal.
- **Phoenix, AZ** – Opposed a city wide Verified Response proposal by educating senior law enforcement leadership on alternate, effective solutions. After providing documentation, making calls and meeting with the PD they elected not to pursue VR.
- **Gastonia, NC** – SIAC representative organized numerous calls and meetings, educated stakeholders with information and reached out to city leaders to provide alternatives to Verified Response. We also engaged our Public Relations firm to provide media support, customer letters and talking points for council meetings. VR so far, has not advanced.
- **Ogden, UT** – Verified Response proposal from PD, though they refused to communicate with SIAC representative, we were able to provide information to the media that provided local residents with the information which eventually led the police department to abandon Verified Response.
- **Oakland, CA** – years of outreach and communications to the PD, particularly intense this past year did not achieve the desired results as they did pass a city wide Verified Response ordinance in 2024.
- **Asheville & Greensboro NC** – Both cities were considering city-wide Verified Response. After SIAC made contact with senior law enforcement personnel, both cities have decided to abandon VR.

Owen's Book Club
Book Reviews and Sage Wisdom from a Retired CEO

Many of you may recall our good friend and retired DMP dealer, Owen DeWitt from FlintLoc Technologies. Owen attended most of our Dealer Roundtables and he is an avid reader. In fact, he has been trading book suggestions with DMP CEO, Rick Britton for years. So in an attempt to capture this sage wisdom, we have asked Owen to share some book recommendations with us.
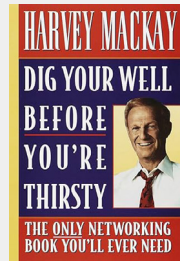
Dig Your Well Before You're Thirsty by Harvey Mackay

1

- Networking is crucial for success and support in life.
- The strength of a network lies in its collective power, not in individual effort.
- Networking benefits both yourself and others, extending your reach.
- Effective places to network include alumni clubs, industry associations, social clubs and hobby groups.
- Learn about your contacts' personal lives to build stronger relationships.

Flight of the Buffalo by James A. Belasco & Ralph C. Stayer

2

- Buffalo are followers who depend on one leader.
- When the leader falls, the rest of the group becomes lost, highlighting the dangers of dependency on singular leadership.
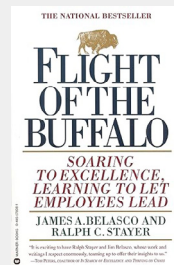
Leading Change by John P. Kotter

3

- Major pitfalls in leading change include complacency, lack of strong leadership and underestimating vision.
- Leaders often fail by not communicating the vision sufficiently and by permitting obstacles to block change.
- Short-term wins are crucial, and changes must be anchored in the corporate culture.
- Leadership is distinct from management.

The 80/20 CEO by Bill Canady

4

- Focus on the 20% of actions that produce 80% of results.
- Differentiate between urgent and non-urgent tasks.
- Use the right tools for the right problems (hammer vs. screwdriver analogy).
- Four steps to success: setting goals, creating strategy, building structure and launching action plans.
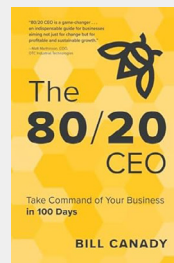
Essentialism by Greg McKeown

5

- The wisdom of life is in eliminating non-essential tasks.
- Less is more, and if something isn't a clear yes, it's a no.
- Focus on a few crucial tasks to make the most impact.
- It's important to prioritize your life, or others will do it for you.
- Establish routines to maintain focus.
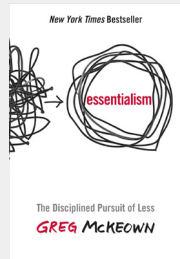
FAST | National SECURITY TECHNICIAN Day

Celebrating Our Industry: National Security Technician Day on January 23rd

In the ever-evolving world of security, the role of security technicians has become increasingly vital. These professionals are the backbone of our industry, ensuring safety and peace of mind in a variety of settings. Recognizing their contributions, the Foundation for Advancing Security Talent (FAST) is proud to announce the launch of the third annual National Security Technician Day. This special day, set for January 23rd, is an opportunity for us all to show our gratitude and celebrate the hard work and dedication of security technicians.

The Unsung Heroes: Why We Celebrate

Security technicians often work behind the scenes, yet their impact is felt in every corner of our industry. From installing and maintaining security systems to responding to emergencies, their expertise is crucial in safeguarding people and property. National Security Technician Day is not just about giving these heroes a well-deserved pat on the back; it's about bringing to light the significance of their role in our daily lives and the security industry at large.

How to Participate in National Security Technician Day on January 23rd

Join us in making this day memorable for those who work tirelessly to keep us safe. Here's how you can get involved:

- **Spread the Word:** Amplify the celebration by sharing your stories and appreciation on social media using the hashtag #NationalSecurityTechnicianDay. Tag FAST in your posts to help us highlight these incredible professionals.
- **Celebrate Your Technicians:** Organize special events, offer tokens of appreciation like gifts or bonuses, or consider giving them extra time off. These gestures, big or small, go a long way in showing gratitude and boosting morale.

Join us on **January 23rd** as we shine a spotlight on the hardworking security technicians who keep our industry thriving. Remember, every post, every event and every gesture of appreciation makes a difference. Let's make National Security Technician Day a resounding success and a stepping stone to a brighter future for the security industry.

advancingsecurity.org

CHIMERA
INTEGRATIONS

Grand Opening

On Wednesday, August 28, Chimera Integrations held a ribbon-cutting celebration for its new headquarters in Syracuse, New York.

Notable attendees included members from Onondaga County's economic development team (attending on behalf of County Executive Ryan McMahon), key figures from local businesses, Chimera employees from other offices, and partner representatives; including Chris Hummel, DMP regional sales manager, Northeast; and Luke Barnhart, DMP regional training manager, Northeast/MidAtlantic.

Chimera Integrations is a solution-based security integrator that specializes in delivering innovative, future-proof solutions that enhance safety and security for businesses and communities. At the grand opening of their new headquarters, technology demonstrations showcased the latest security innovations, which were well-received by the attendees. The celebration included live music, yard games, networking opportunities, as well as a fundraiser for the United Way.

Community outreach is an important value to Chimera. Founder and President Casey

Congratulations to Chimera Integrations, the 2024 SDM Systems Integrator of the Year!

White is on the board of directors for United Way of Central New York. Vendors donated items and tickets were raffled off with all proceeds going toward the United Way of CNY.

In addition to the new building, Chimera was also celebrating their recent growth as a company. In 2024, they made the Inc. 5000 list for the second year in a row with

an 18.7% improvement. On the SDM Top Systems Integrators list, they climbed from 70th to 55th place—while also increasing their average project size by 18.18%.

It's no surprise their team has grown as well, all while continuing to foster a positive work environment. Chimera was recently voted as one of Central New York's Best Places to Work in *The Central New York Business Journal*. "First and foremost, this company was built for its people. It's so important to me that Chimera is a good place to come to work, where people are happy. That's always been my No. 1 priority," said White.

In 2017, Casey White, a third-generation security integrator, founded Chimera Integrations with one employee. "I wanted to create a company that gives excellent service to our clients," said White. "I believe we continue to do that every day, getting better as we grow."

The company takes its name from the chimera, a mythological creature composed of three animals. In this case, part dragon, part lion and part phoenix. The dragon represents their proactive approach towards security, the lion represents their fortified design and implementation, and the phoenix represents

the protection and safety in every system they design. This symbolism is upheld in their motto, "Greatness can only be achieved when the heads of many perform as a body of one."

Based in Syracuse, Chimera also has offices in Albany, Plattsburgh, Potsdam and Watertown. The new headquarters doubles their operational space to support future growth. "There's a lot more to come," said White, "and I'm really excited for it." ●

Security and Infrastructure Grants Guide

A guide to over 130 federal and state grant programs allowing infrastructure funding to be applied to security improvements.

In 2021, the American Society of Civil Engineers gave the condition of American infrastructure the grade of C-, which is the first time the United States has been out of the D grade range in 20 years. Many categories, such as roads, dams, stormwater systems and levees, were still graded as a D, with railroads and seaports being the saving grace, receiving the grades of B.

In today's highly connected world, American infrastructure is as important as ever, with over 4 million miles of roads, 140,000 miles of railroad tracks, 19,633 airports and more than 300 seaports, including 208 commercial ones, all of which are integral to both the flow of the U.S. economy as well as the livelihoods of each and every American citizen.

Unfortunately, over the years, incidents such as the Fern Hollow Bridge collapse in Pittsburgh, Pennsylvania, in 2022, where the bridge collapsed and fell over 100 feet and injured six people, or the I-35 bridge collapse in Minneapolis, Minnesota, in 2007, which killed 13 people and injured 121, prove to show that the current state of U.S. infrastructure is in poor condition and in urgent need of updates. According to White House data, public investments in the infrastructure as a share of the U.S. gross domestic product has dropped by over 40% since its peak in 1961.

One monumental step towards improving the current state of U.S. infrastructure was the historic bipartisan infrastructure law, the Infrastructure Investment and Jobs Act (IIJA) (P.L.117-58) enacted in 2021, which saw the federal government invest over $550 billion in new funding for modernization and overall infrastructure improvements.

As of May 2024, there are more than 56,000 projects underway all over the country, which is 40% higher compared to the 40,000 projects six months prior. Thanks to IIJA, so far we have seen improvements on over 165,000 miles of roads, and over 9,400 bridge repair projects have commenced. Additionally, funding has been delivered to over 450 ports, 300 airport terminal projects and 1,400 water and sanitation projects.

Through the new law, long-overdue additional federal investment in new and existing grant programs is provided for infrastructure projects through fiscal 2026. Notably, solutions across a wide range of sectors within the security industry will play an essential role in infrastructure expansion and modernization, providing increased safety and security throughout the nation's air, rail and road transportation networks and other critical infrastructure.

The Security Industry Association (SIA) *Security and Infrastructure Grants Guide* was created as a starting point for companies to navigate the complicated grants processes of both the federal and state governments. This guide is a tool to help companies, individuals, communities, nonprofits and other stakeholders not only find a grant they are looking for, but also access important details related to the grant, as well as a link to the webpage for the specific grant. The Security and Infrastructure Grants Guide can be used in tandem with GrantED: SIA's Comprehensive Security Grants Training Course and the SIA *Federal Grants Guide* to effectively find and secure federal and state grants. ●
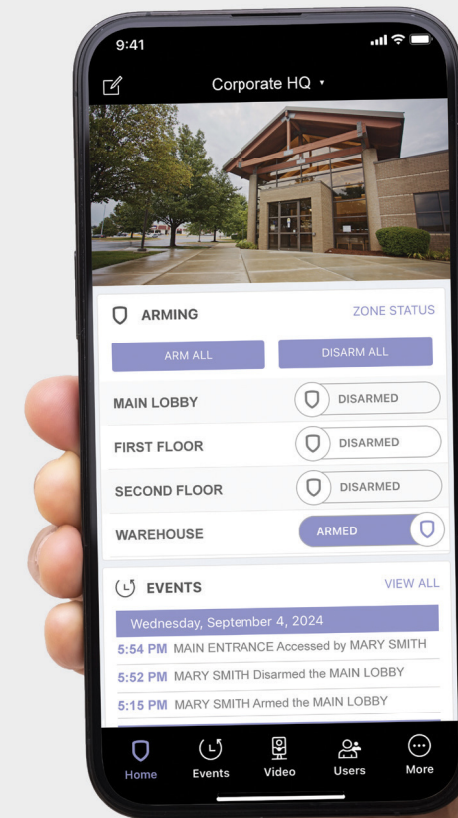
Allegheny Veteran's Center

BY MIKE ROBERTS, ALLIED ALARM SERVICES, PRESIDENT/OWNER

People want help for homeless veterans, but they're not sure where to begin. For one group in Clarendon, PA, helping veterans began with their own efforts in their own town.

In October 2023, I received a call from a client asking me to provide a proposal for video surveillance and access control at the Allegheny Valley Veterans Center (AVVC). He explained that it was a nonprofit his company supported and specified that AVVC had limited funds for the project.

The AVVC provides housing and support to homeless, unstably housed and low-income veterans. AVVC participants receive help transitioning into permanent housing. The AVVC also helps veterans in Pennsylvania file for medical and disability benefits, as well as finding employment opportunities.

Tom Eaton is the president of the Board of Directors of the Allegheny Valley Veteran's Center. He's also the town's mayor. And he's a veteran of the United States Marine Corps, who served from 1987 to 1993 and did a tour of duty in the Gulf War.

Some years ago, Allegheny Valley Elementary School in Clarendon was closed and consolidated with Warren County School District. In 2018, Eaton asked the Warren County School District to transfer ownership of the building to the borough.

"I feel it's a call of duty (to support veterans)," he said. Eaton and "hundreds of volunteers and donors" have worked to repurpose the second floor of the school into transitional housing for homeless veterans, sectioning the classrooms into "cubicles." Each cubicle has four bedrooms. Each room has its own door, a dresser, a bed and a sitting chair. They already have 20 rooms completed.

During my initial site visit, I was very impressed by the work that had already been accomplished and inspired by not only their mission – to help veterans – but the type of help they hoped to provide and the fact that this was a grassroots effort in a small town, which would be reaching out to veterans in at least three states. Located in Clarendon, PA and serving veterans throughout Pennsylvania, New York and Ohio, the AVVC will also help veterans from other states relocate to Pennsylvania.

"We want people interacting with other people," Eaton explained. "A lot of these veterans are suffering from PTSD, and they would hide away all day in their rooms if they could. We want to get them back into the routine of society."

Each cubicle shares a washer and dryer, and a computer with internet connection.

It would have been easier to simply house four veterans in one big room, rather than framing in and insulating four separate rooms, but easier isn't best. "We could have had bunkbeds, but we want the veteran to have his individuality and pride in himself," Eaton said.

Two common areas are replete with kitchens. Each of those spaces will be shared by 16 veterans. A shower room has 6 shower stalls, including an accessible shower. A rec room at the end of the hall will house a pool table, dart boards, and a sink and counter area for snacks and beverages.

I was so impressed that immediately I wanted to help any way I could.

Knowing that DMP also values generosity and supporting worthy causes, I reached out to Mark Hillenburg to ask for their support. DMP came back with the commitment to provide all the access control components to install 11 doors except locks. They even reached out to Farpointe Data on our behalf to request assistance with the card readers, which they did!

I also reached out to Rick Sheppard, President at OpenEye, our video surveillance partner. Within a few days, Rick replied that they had allocated their charitable funding for the year but because it was a veterans' project OpenEye would provide an NVR, eighteen (18) cameras, a switch and the camera licenses – seven years' worth of subscription services.

I also discovered during that initial visit and was able to advise the AVVC that the building fire alarm system was not functional. Knowing this would need to be replaced before they could start housing veterans—and inspired by the generosity that had already been shown—I decided to contact our sales rep at Potter, as the fire alarm system was a 2-wire system. They came on board, donating the fire alarm panel and providing a significant discount on peripheral components.

Not long after we started the project in January of 2024, I was speaking with a long-time partner Tim Labenski of Wesco. When I mentioned the project, he recommended I reach out to the local ASSA ABLOY representative, Judson Doll, and they committed to provide all the locks.

Allied Alarm Services ended up donating all 350 installation hours to the project. Honestly, it was an easy decision after all. When we reflect on the sacrifice these veterans and their families made for our family's freedom, it is the least we could do.

As of June 14, Allegheny Valley Veteran's Center had its first resident, a Vietnam War veteran who served from 1971 to 1973.

The outpouring of support keeps coming. The facility is situated on more than 15 acres, and a tree service asked to be paid only for the gasoline it used to cut the trees. A volunteer is painting murals throughout the center. A surveyor did his work for free.

"It's just been a bunch of people," said Lee Borger, the vice president of the board of directors. "An 80-year-old just came and swept the floors for us. The response has been fantastic." Borger isn't a veteran, yet he's immersed in the efforts at the center.

When the building is completely rehabbed, it will serve 32 veterans all at once. On average, Eaton said, a homeless veteran stays in transition housing for about 6 months before they move out. That's 64 veterans each year who could be directly impacted by the center.

I still am inspired by the fact that all these companies came together so willingly to provide these essential services, all because of the key word: *veteran*. ●

ALARM INDUSTRY
The Battle in Seattle

The electronic security industry in Seattle was recently notified by the Seattle Police Department of an abrupt decision to stop responding to most security alarms, effective almost immediately.

The policy, known as verified response, requires audio, video or human verification of a crime before police respond. The letter gave less than 3 weeks' notification of this dramatic policy change.

Unlike other communities, the city held no public hearings, no community meetings and did not ask for input or assistance from the alarm industry.

The Security, Integration, & Life Safety Association of the Northwest (SILSA NW) asked for assistance from the Security Industry Alarm Coalition (SIAC) which has helped local alarm associations address this type of issue for more than 20 years.

Verified Response
The verified response policy was heavily promoted by Salt Lake City police beginning in December 2000. Police were concerned about the growing number of alarms, as the systems were not as reliable as they are today.

Despite these lobbying efforts by Salt Lake City and a few other proponents, most communities looked at and rejected the idea. At approximately the same time, the electronic security industry created SIAC, which worked with the International Association of Chiefs of Police and National Sheriffs' Association to create, test and prove the value of a model alarm ordinance that significantly reduced calls for service but maintained police response.

Thanks to these efforts Seattle was only the 19th agency out of 18,000 to adopt this policy in 24 years. Fifteen other agencies broadcast alarms to officers but do not guarantee a response. Eleven police departments tried verified response and then later rejected it after citizen complaints and concerns about crime.

SIAC's Seattle effort is headed by Steve Keefer, a retired chief of police and SIAC deputy executive director and law enforcement Liaison. In addition, SIAC's media relations team is working with SILSA NW to provide support in the form of letters to elected officials and customers, media relations, and a social media campaign to alert alarm owners and citizens to the sudden unexpected change.

The SIAC staff's ongoing relationships with law enforcement leaders throughout the U.S. have been instrumental in guiding agencies away from adopting verified response policies before they are ever put into place. The model ordinance has been adopted by approximately 1,000 public safety agencies.

ESA has generously supported this important work. But despite SIAC's success, it has led to a sense of complacency when verified response hasn't come up as often as it once did. SIAC needs additional industry support to do this important work. When a city like Seattle decides to halt alarm responses, it's crucial to have a well-funded team in place to act quickly and persuade them to reconsider this harmful policy. ●
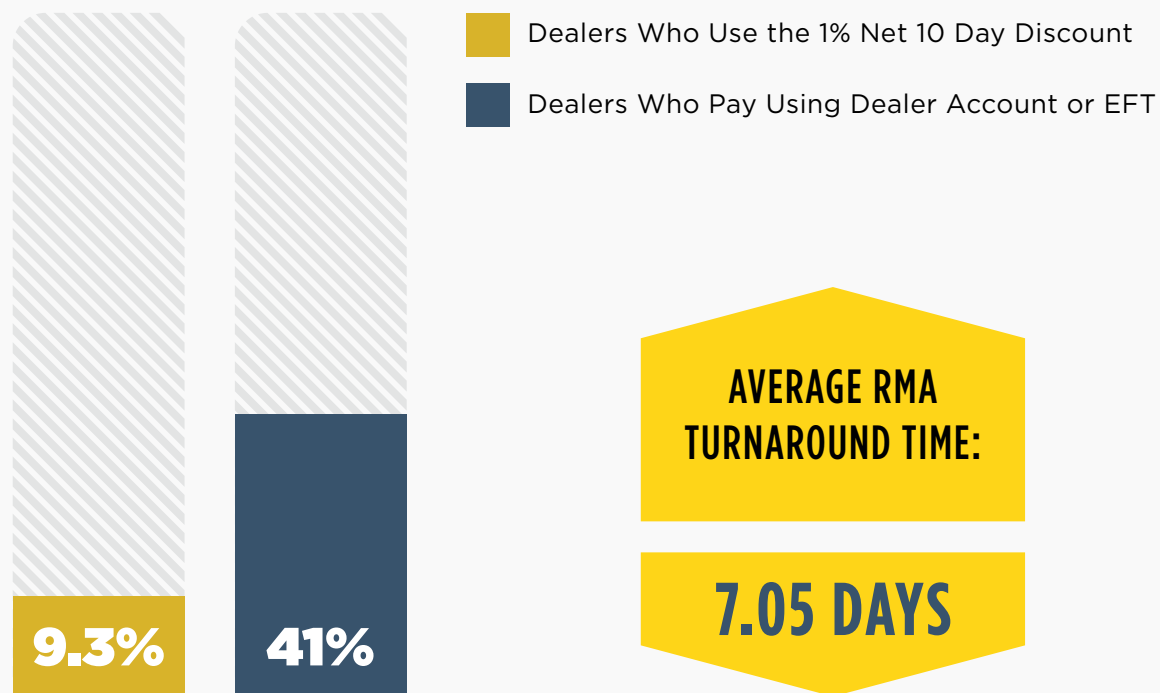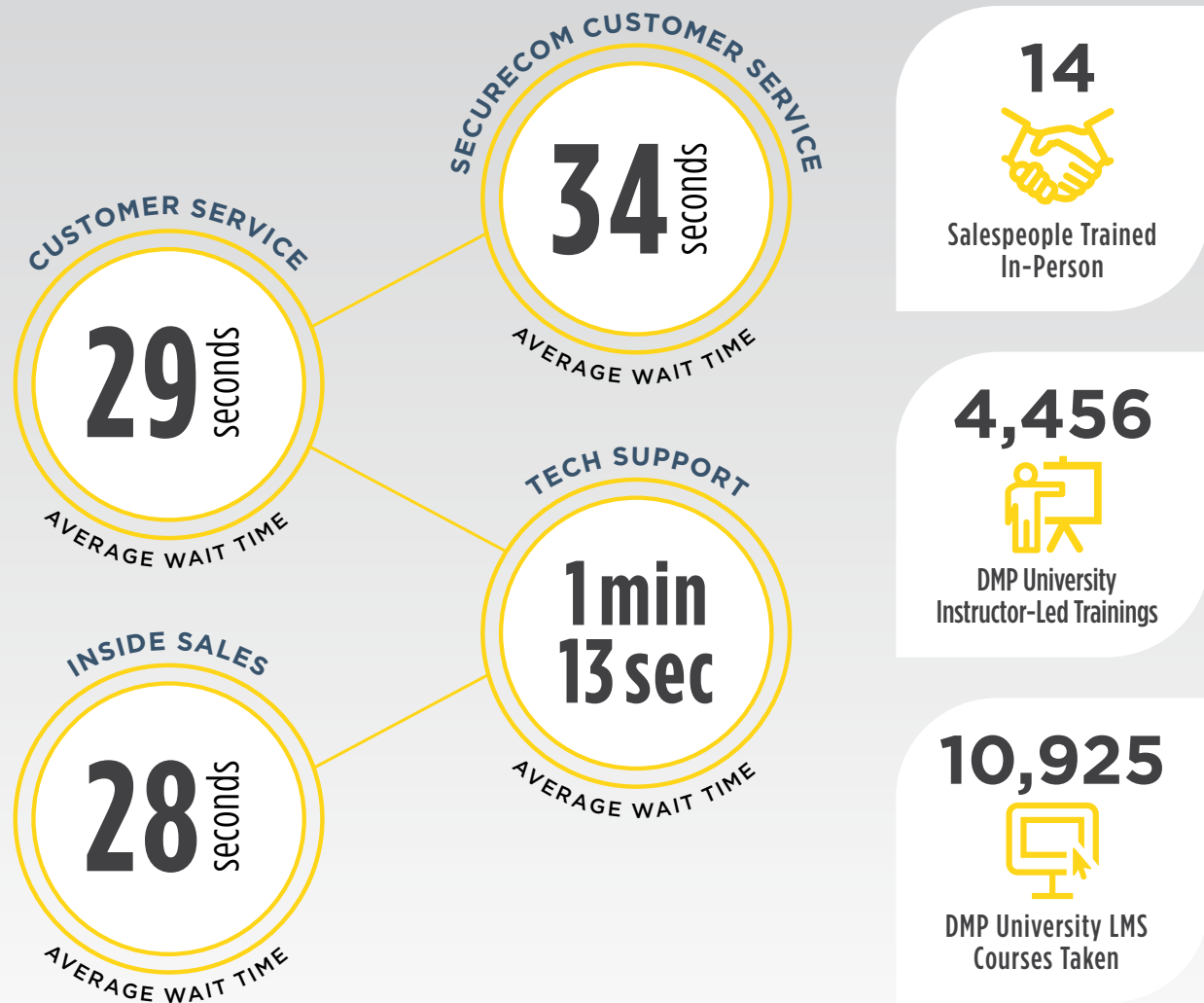
DONATE TO SIAC

CUSTOMER SERVICE
29 seconds
AVERAGE WAIT TIME

SECURECOM CUSTOMER SERVICE
34 seconds
AVERAGE WAIT TIME

TECH SUPPORT
1 min 13 sec
AVERAGE WAIT TIME

INSIDE SALES
28 seconds
AVERAGE WAIT TIME

14
Salespeople Trained In-Person

4,456
DMP University Instructor-Led Trainings

10,925
DMP University LMS Courses Taken

🟨 Dealers Who Use the 1% Net 10 Day Discount

🟦 Dealers Who Pay Using Dealer Account or EFT

9.3% **41%**

AVERAGE RMA TURNAROUND TIME:
7.05 DAYS

These metrics will be published each quarter.

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- ✔ Access to ESA's "Training as a Service" — concierge onboarding and personnel development program, including assessment testing and customized training paths
- ✔ All NEW INTEGRATOR MEMBERS receive a $250 online training gift card

ESA ELECTRONIC SECURITY ASSOCIATION®

The Voice of the Electronic Security & Life Safety Industry

DMP Sales Directory

![DMP logo] **Sales Directory**

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Map Labels

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NORTHEAST
SOUTH CENTRAL
SOUTHEAST

WEST region: AK, WA, NORTHWEST, MT, OR, ID, WY, NORTHERN CALIFORNIA, NV, UT, CO, CENTRAL CALIFORNIA, CA, SOUTHWEST, LA, HI, AZ, NM, SOUTHERN CALIFORNIA

NORTH CENTRAL: ND, SD, MN, UPPER MIDWEST, WI, MICHIGAN, MI, ILLINOIS, IL, IN, OHIO, OH, INDIANA

NORTHEAST: NEW ENGLAND, NH, VT, ME, NORTHEAST, NY, MA, RI, CT, PA, NEW YORK METRO, NJ, DE, MD, WV, VA, MID-ATLANTIC

SOUTH CENTRAL: NE, CENTRAL STATES, KS, MO, IA, OZARKS, OKLAHOMA, OK, AR, MS, NORTH TEXAS, LOWER MISSISSIPPI, TX, LA, SOUTH TEXAS

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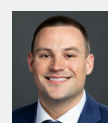**EXECUTIVE DIRECTOR OF NATIONAL ACCOUNTS**
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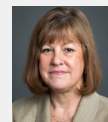Sean Cleary
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Regional map of the United States showing training regions: WEST, NORTH CENTRAL, NORTHEAST, SOUTHEAST, SOUTH CENTRAL. Labeled managers: Chris (CB) Warren, Robert Spencer, Luke Harris, Brian Butterfield, Tim Nissen, Franco Pacific, Luke Barnhart, Joshua Locke, Derric Roof, Matthew McDonald, Dean DeDante, Tim Nissen.
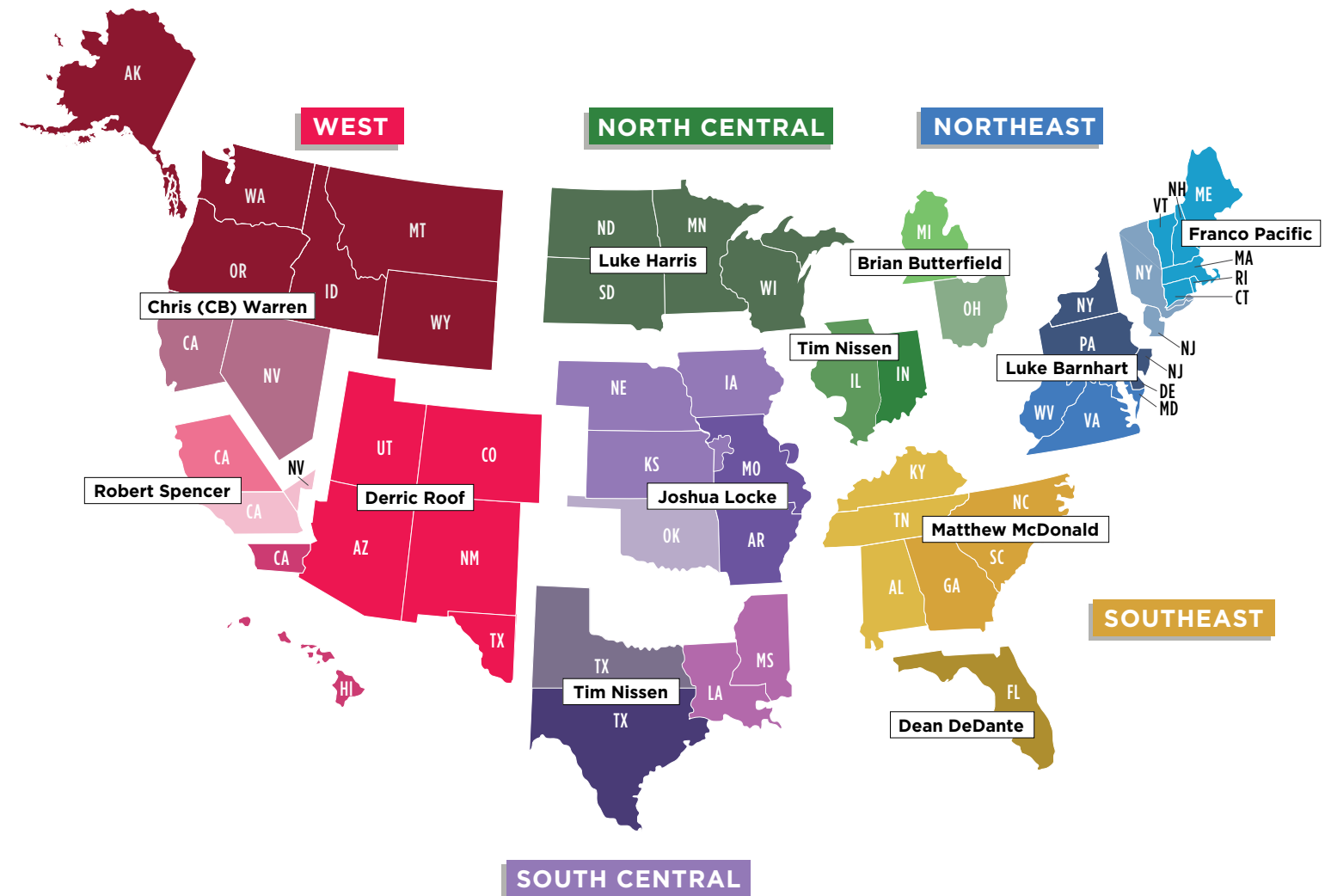
FEATURE UPDATES

UPDATE 8860 Series

Updated Version 186.1.0.1175 firmware is now available for 8860 Touchscreen Keypads. Version 186.1.0.1175 is supported by XT30/XT50 Control Panels with firmware Version 241 and XR Series Control Panels with firmware Version 241.

Improvements

This update allows the 8860 to send a **SYSTEM TROUBLE** message without sounding when the keypad loses connection with the panel.

Obtaining the New Firmware

Firmware updates are available on Dealer Admin (dealer. securecomwireless.com) and in the **Installer Options** menu on the keypad. Follow the instructions below to update the keypad firmware on Dealer Admin and at the keypad.

Note: This update could take several minutes. If you are updating from Dealer Admin,

please refresh the page to verify that the keypad has checked in with its new version number.

Update the Keypad on Dealer Admin

1. Ensure that the keypad is connected to the Wi-Fi network before proceeding.
2. Navigate to Dealer Admin.
3. Select the user and system.
4. Next to the keypad name, select **Update**.

Update the Keypad in Installer Options

1. Ensure that the keypad is connected to the Wi-Fi network before proceeding.
2. Select **Options** from the Carousel menu, then select **Installer Options**.
3. Enter **3577** and enter **CMD**. Select **Check for Updates**. Follow the on-screen prompts.

UPDATE Buy.DMP.com

New Feature on Buy.DMP.com Saves Your Default Shipping Address

You can now establish your default shipping address when placing orders on our website, Buy.DMP.com.

When you choose an address you would like all your orders shipped to on a consistent basis, that address is saved as your default

shipping address. Each time you order, the default shipping address is loaded. If you would like to ship to a different location, simply choose that address at time of checkout.

To set your default shipping address:

1. Select **Secure Checkout** when ready to complete your order on Buy.DMP.com.

2. Select the **Ship to Address** you would like to be your default shipping address.
3. Select **Set Default Address**.

If no default shipping address is set, a selection of the shipping address is available on a per order basis from the drop down menu.

UPDATE XT Series Version 241

Updated Version 241 firmware is now available for XT30/XT50, XTLplus, and XTLtouch Series.

Improvements

Previously, when the panel tried to communicate with the receiver and missed the check-in minutes for NET communication, the panel sent an S72 (Comm Trouble) message before

the **FAIL TIME** minutes elapsed. This update allows the fail time minutes to pass before the panel detects a communication failure.

Obtaining the New Firmware

Firmware updates are available, free of charge, on Dealer Admin (dealer. securecomwireless.com) or for download from DMP's Product Software Downloads.

NEW FEATURE Dealer Admin™ and Virtual Keypad™ Alternate System Name

Dealer Admin and Virtual Keypad have an updated feature that allows dealers or end users to create an Alternate System Name, making it easier to distinguish where the system is located or other identifying characteristics.

End users have the benefit of naming their systems in a way that works for them, so it's easy to understand at a glance which system is being referred to. This feature is perfect for accounts with multiple sites.

The Alternate System Name, when changed in Virtual Keypad or Dealer Admin, displays consistently for all users of that system, including Virtual Keypad statuses, events, profiles, groups, notifications and more!

In Dealer Admin, the default name of the system and the alternate system name are both visible.

System Name	C182078 - CREDIT UNION
Alternate System Name	Springfield East Branch

UPDATE XR Series Version 241

Updated Version 241 (11/18/24) firmware is now available for XR Series Control Panels.

Improvements

Rearm Delay Minutes
Previously, when accessing AX-Bus Doors, the Rearm Delay for Profiles would not exceed 255 minutes. Now, up to 720 minutes can be set for the Rearm Delay.

Integrator Connection
This update allows the Level Up integrator connection to function correctly for panel programming.

Obtaining the New Firmware

XR Series firmware updates are available, free of charge, on Dealer Admin (dealer. securecomwireless.com) or for download from DMP's Product Software Downloads.

VIEW ALL UPDATES HERE

DMP.COM/RESOURCES/ TECHNICAL-UPDATES

DMP'S PRODUCT SOFTWARE DOWNLOADS

DMP.COM/ PRODUCTSOFTWARE

UPDATE Entré Security & Access Management Software

Entré Security & Access Management software has been updated to Version 9.6 (9/13/24).

Improvements

Forward Proxy
Entré has been updated to include a forward proxy server for cellular activations. To enable forward proxy in Entré, refer to the steps below:

1. Go to System Configuration and select DMP Communication.
2. Select the Use Forward Proxy checkbox.
3. In SecureCom Cellular Activation Server Address, enter your IP or DNS Address.

Password Obfuscation
This update processes Entré and database passphrases and obfuscates them. Backup your database and important files before upgrading to Version 9.6.

TLS Authentication
Entré has been updated to support TLS authentication and allow for TLS connection when sending anonymous SMTP mail.

Zone Programming
Previously, after switching a 24-Hour Zone to an Area-Based Zone, the zone type did not always save and zone programming options became unavailable. This update allows zone types to save properly and options to continue displaying when editing zone types.

Holiday Dates
Previously, when clearing existing holiday dates, some dates still remained in the system. This update correctly adds and removes holiday dates from the system.

Obtaining the New Software
Entré Security & Access Management software Version 9.6 is provided to dealers who have previously purchased an Entré license, who are current with their Entré support agreement, and who have an Entré Certified Technician.

To upgrade to Entré Version 9.6, please complete the Pre-Upgrade Checklist (LT-1782) before contacting the Software Support Team in DMP Technical Support at 888.436.7832.

Before upgrading, perform a backup of your SQL database using Microsoft SQL Server Management Studio. DMP recommends that you reindex and reorganize the SQL database after upgrading Entré. It is recommended to make this part of your standard database maintenance as described in the Server Maintenance section of the Entré Installation, Setup, and Server Maintenance Guide (LT-2494).

Entré Security & Access Management software has been updated to Version 9.6.2 (11/12/24).

Improvements

Member Of Attribute
This update lets you assign any name in Active Directory's **memberOf** attribute to the **Person.privilegeAssignments** attribute. Entré then automatically matches the operator to their assigned operator profile.

Re-enable Badges
This update allows Entré to automatically re-enable assigned badges when a user's status changes from On-Leave to Active.

Arming Zone Status
Previously, setting an arming zone status to maintain (MNT) sent to the panel as toggle (TGL). This update correctly sends MNT to the panel.

Deleting Badges
Previously, deleting badges caused panels to be stuck in a downloading state. Panels now load correctly when deleting badges.

Multiple Operators
This update allows multiple operators to retrieve panel programming simultaneously.

Multiple Panels
This update allows Entré to clear and send programming to multiple panels simultaneously.

Obtaining the New Software
Entré Security & Access Management software Version 9.6.2 is provided to dealers who have previously purchased an Entré license, who are current with their Entré support agreement, and who have an Entré Certified Technician.

UPDATE SCS-VR™ Virtual Receiver Software

SCS-VR™ software has been updated to Version 1.4.9 (11/26/24).

Improvements

Version 1.4.9 (11/26/24) includes several enhancements for SCS-VR installations.

Updating to Java 17
In order to be compatible with Oracle's long-term supported versions, SCS-VR 1.4.9 and later requires Java 17.

Support for OpenJDK
For SCS-VR deployments that require a non-Java solution, SCS-VR 1.4.9 and later supports OpenJDK solutions. Installers can now direct SCS-VR to a Java or OpenJDK instance.

Removal of Duplicate Events
Previously, certain systems reported duplicate events to the monitoring center automation software when receiving more than 4,000 events in one minute. This update resolves this issue, resulting in only a single message per event being sent to the monitoring center automation software from the SCS-VR.

Obtaining the New Firmware
Contact the Software Support Team in DMP Technical Support at 1.888.436.7832 for information on updating to SCS-VR Version 1.4.9 (11/26/24).
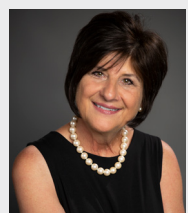
Giving Back Spotlight: CHIMERA INTEGRATIONS

Chimera Day of Caring

Chimera Integrations Joins Forces for a Day of Caring: A Community United

Jan Britton, DMP Cares Coordinator

On August 1, 2024, Chimera Integrations proudly participated in the Day of Caring, an initiative driven by the United Way and Housing Visions Unlimited. The event was a remarkable display of community unity, where volunteers from different backgrounds came together to make a tangible difference in their local neighborhoods. For

Chimera Integrations, a company deeply rooted in the principles of community involvement and support, the Day of Caring was not just an event but a reflection of their core values.

A Day Dedicated to Revitalization
The Day of Caring focused on serving the local community of CNY. Chimera Integrations joined forces with other local organizations to tackle the challenge of cleaning up an overgrown lot for Housing Visions, an organization whose mission aligns perfectly with Chimera's commitment to enhancing community safety and well-being.

Housing Visions is known for its dedication to revitalizing communities through real estate development, construction and management. Their projects often involve complex financial structures and serve diverse neighborhoods, providing affordable workforce housing, accessible housing and support for special populations like Veterans and survivors of domestic violence. The opportunity to contribute to such a cause was a natural fit for Chimera, whose work in security and technology similarly focuses on creating safer, more connected communities.

Making a Tangible Difference
The Chimera Integrations team arrived at the site early, ready to roll up their sleeves and get to work. The task at hand was challenging—clearing an overgrown lot that had long been neglected. With tools and a collective sense of purpose, the team worked throughout the day, transforming the space from a tangled mess into a clean, usable area that could be developed into something valuable for the community.

Casey White, president of Chimera Integrations, was present at the event and shared his thoughts on the importance of such initiatives:

"At Chimera Integrations, we believe that being part of the community means more than just

doing business here. It means actively contributing to the well-being of our neighbors and the spaces we all share. The Day of Caring is a powerful reminder that when we come together, we can achieve great things. We're proud to have played a role in this effort, and we look forward to continuing our partnership with organizations like the United Way."

A Commitment to Community
While Sadie Stiles, Chimera Integration's Marketing Director, couldn't be present at the event, she emphasized the company's ongoing commitment to community involvement:

"Our team at Chimera is deeply committed to making a positive impact in the communities we serve. The mission of our

company is as follows: to shape the future of secure environments with technologies and strategies that protect and enhance the way communities live and work. Our commitment to our community is quite literally integral to our company's identity. That's why it is so important to us."

For Chimera Integrations, the Day of Caring wasn't just a one-off event but part of a broader commitment to community engagement. The company consistently seeks out opportunities to give back, whether through volunteer work, partnerships with local organizations, or by providing innovative security solutions that help protect and enhance the places where people live and work. ●

TOYS FOR TOTS CHALLENGE

DMP is collecting Toys for Tots this holiday season, and we'd like to extend the challenge to all DMP dealers. If you're interested in joining our Toys for Tots drive, just let us know how many Santa bags you want to fill and we'll send the bags to you. You can drop off filled bags at your local Toys for Tots chapter.

When your toy drive is completed, let us know the total number of Santa bags you filled, along with any pictures you'd like to send. We'll compile the numbers from all participating dealers so we can report the nationwide results at the end of the season.

PARTICIPATING DEALERS AND PARTNERS

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BAY ALARM SINCE 1946

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LOUD Security Systems

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CHIMERA INTEGRATIONS

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DOYLE Security for your life.™

DGA Security

AFFILIATED MONITORING

LifeStation

CSG COOK SOLUTIONS GROUP

GEORGIA SECURITY SYSTEMS, INC.

WH WorkHorse Service Company Solutions

R's Reed Inc. Security Systems

PARTNERSHIP FOR Priority
VERIFIED ALARM RESPONSE

Join the Movement. Become a Partner in Verified Alarm Response.

At PPVAR, we are on a mission to revolutionize the way alarm response is handled. By joining our movement, you can make a significant impact on the partnership between public safety and the alarm industry. Together we strive to establish processes and standards that ensure a fact-based response to verified alarms.

Membership in PPVAR allows you to

- Influence future standards and ordinances
- Collaborate with all stakeholders in the alarm response process including law enforcement, public safety, emergency communication centers, alarm monitoring centers, NRTLs.
- Solve issues of concern arising from current and future technology

Our Goals:

- Promote the value of verification and validation in alarm events.
- Enhance dispatch efficiencies.
- Increase first responder safety.
- Increase apprehension rates for intrusion alarms.

Be a Part of the Change. Join PPVAR Today!

Make a meaningful difference in the alarm response process by joining PPVAR. Visit our website at **www.ppvar.org** or call us at (844) 967-7827 to learn more about how you can become a valuable partner in verified alarm response. Together, let's create a safer future for everyone.

communications@ppvar.org   www.ppvar.org

DMP EMPLOYEE
Favorite Recipes

To us, there's nothing better than a home-cooked family favorite recipe. Especially the ones that have been handwritten by a loved one and passed between family members and friends from recipe box to recipe box.

When our DMP family was invited to gather around the table at last year's Christmas party, each attendee received handwritten recipes from each of our Executive Management Group members. We want to share them with you too and hope you enjoy them at your table throughout the year!

These are just a few of the recipes that were shared. For the entire set, visit:

Do you have a favorite recipe you would like to see featured in a future issue of DMP Security Dealer Digest? Email the complete instructions of your recipe to MHillenburg@DMP.com!

CREAM CHEESE FROSTING (PERFECT FOR BUTTER COOKIES)
from the kitchen of Kathy Mills

INGREDIENTS

- 1 two-pound bag of powdered sugar
- 8 ounces cream cheese
- 1 stick butter
- 1 teaspoon vanilla
- ½ cup milk

INSTRUCTIONS

1. Beat all ingredients until well-blended.
2. If desired, add food coloring.
3. This recipe makes enough frosting for two batches of butter cookies.

APRICOT SALAD
from the kitchen of Michal Moss Early

INGREDIENTS

- 2 three-ounce boxes Jell-o
- ⅓ cup sugar
- 15 ounce can apricots
- 6 ounces cream cheese
- 8 ounces Cool Whip

INSTRUCTIONS

1. Bring water to boil, dissolve Jell-o and sugar.
2. Put mixture in blender, add cream cheese, liquefy.
3. Drain apricots and add to blender, liquefy.
4. Place Cool Whip in large bowl and add mixture from blender, combine.
5. Pour into dish and refrigerate.

BUTTER BUTTER COOKIES
from the kitchen of Kathy Mills

INGREDIENTS

- 1 cup butter (2 sticks)
- ½ cup sugar
- ½ teaspoon butter
- ½ teaspoon almond extract
- 2½ cups flour
- 1 egg

INSTRUCTIONS

1. Cream together butter and sugar until fluffy.
2. Add egg and almond extract.
3. Gradually blend in flour.
4. Chill dough in the fridge for at least 30 minutes.
5. When ready to bake, preheat oven to 350 degrees.
6. Roll out the dough on a slightly floured surface to ⅛ inch thickness.
7. Cut into desired shapes.
8. Bake for 8-12 minutes or until golden.
9. Makes 7-8 dozen cookies.

RASPBERRY RIBBON PIE
from the kitchen of Rick Britton

INGREDIENTS

- 3 ounces raspberry Jell-o
- ¼ cup sugar
- 1¼ cup boiling water
- 10 ounces frozen raspberries
- 1 tablespoon lemon juice
- 3 ounces cream cheese, softened
- ⅓ cup powdered sugar
- 1 teaspoon vanilla
- 1 cup whipped cream
- Cool Whip
- Pie crust

INSTRUCTIONS

1. Bake and cool pie shell.
2. Dissolve Jell-o and sugar in water.
3. Add berries and lemon juice. Stir until berries thaw and cool until completely set.
4. Blend cream cheese, powdered sugar and vanilla. Fold in whipped cream.
5. Layer in shell with berry mix.
6. Top with Cool Whip and chill.

Cornhole tournament

2024 DMP Employee Cornhole Tournament

On Saturday, September 7, DMP employees gathered for a day of family fun, food trucks and competition at the annual Cornhole Tournament!

Congratulations to the winners!

1st Place: Holly Jolly Baggers
Cari & Randy Bussard

2nd Place: JIREN
Richard & Luckey Makoski

3rd Place: TCV's
Adam & Colin Jones

DMP sponsoring the Annual Tech Ops ESTA meeting in St. Louis

DMP FAMILY Happenings

DMP Employee Veterans' Day Reception

FSEC Dinner
FSEC is the Fire Security Executive Club and all money raised goes to the FDNY Children's Burn Camp.

MAXIMUM SECURITY MINIMUM SIZE

2.56″

3.75″

5.5″

TMSentry™

Put the heart of your ATM security back where it belongs.

This industry-first compact control panel fits in the chest of newer, slimmer ATMs and ITMs, adding a layer of critical protection that keeps your valuable assets safer than ever.

Visit **DMP.com/TMSentry-DD** to provide your financial customers with the highest level of protection available.

DMP Social

Post your install photos on social and tag @dmpalarms!

We love to see your before and after photos!

Convergint

With the evolution of compact ATMs and ITMs, the demand for enhanced security is crucial. Discover how DMP's new control panel, TMSentry, meets these needs, ensuring better protection for financial institutions through Convergint's collaboration.

Adam Kinder | DMP

I had a great visit today with a Digital Monitoring Products Partner, Atronic Alarms, and had an opportunity to see their recently remodeled headquarters in Lenexa, KS.

The level of detail that they put into the remodel of their offices is impressive, and so is the attention to detail in their branding.

From the yard signs in their customers' yards and their trucks on the streets, their brand is prominent and proudly displayed. This branding is taken a step further with gorgeous custom graphics on the Atronic touchscreen keypads, as well.

Your brand matters, your brand is first!
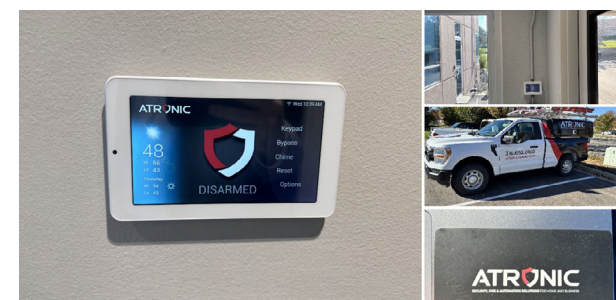
Bay Alarm Company

Big news from San Diego! Last Friday, we officially opened the doors to our new branch location. Established in 2014, our San Diego branch celebrated this milestone alongside its 10th anniversary with a competitive cornhole tournament, homemade Al Pastor tacos and a ribbon cutting.

We look forward to having workspaces that grow with us so we can continue to deliver the best service possible. #NewBeginnings

Great Lakes Building Systems, Inc.

Now proudly accepting Toys for Tots donations at our Elma HQ! Thanks **Digital Monitoring Products** for letting us team up with you!

OPTEX
Sensing Innovation

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THE WORLD LEADER IN SENSING SOLUTIONS

With indoor and outdoor detection solutions for every threat level, OPTEX sensors provide flexibility, performance, and guaranteed reliability. With 45 years of experience and over 25 companies in our global portfolio, OPTEX has established a worldwide reputation for quality, innovation, and technical excellence.

PRODUCT HIGHLIGHTS:

REDSCAN Pro Advanced LiDAR Series

Extremely reliable and versatile, the REDSCAN PRO security sensors are using LiDAR technology to create a high resolution virtual laser wall or plane up to 100m (330ft) long, ideal to protect perimeters, buildings, roofs and assets.

Available Models:
RLS-50100V: 50 x 100 m (165 x 330 ft.), indoor & outdoor model
RLS-3060V: 30 x 60 m (100 x 200 ft.), indoor & outdoor model

REDSCAN mini-Pro LiDAR Series

Provides unparalleled accuracy and flexibility for high-security applications, utilizing cutting-edge time-of-flight technology to precisely track moving objects. With a built-in FHD camera (RLS-2020V model) and ONVIF compliance, it enhances security with visual verification and seamless integration.

Available Models:
RLS-2020V: 20 x 20 m (65 x 65 ft.), 95° indoor & outdoor model, with FHD camera
RLS-2020A: 20 x 20 m (65 x 65 ft.), 95° indoor & outdoor model

FlipX Indoor PIR / Combination Detector Series

With unique 180˚ rotatable lens for customized detection, ideal for indoor residential to high-end commercial security applications

Available Models:
FLX-S-ST & FLX-S-DT: Standard models for residential & light commercial use
FLX-P-ST & FLX-P-DT: Professional models for commercial applications
FLX-A-AM & FLX-A-DAM: Advanced models for high end commercial applications

Contact Us: 800.966.7839

sales@optexamerica.com

Welcome TO THE TEAM

Adam Elhassen

Product Manager, Access Control

Adam Elhassen has joined DMP as the product manager for access control. With over 20 years of product and service management experience, he is fueled by creativity, thriving on curiosity and a passion for improvement. His diverse background includes broad professional experience in technology and business, including product management for standalone products and SaaS platform tools for both B2B and B2C.

"I absolutely love that in this industry, we deliver systems and solutions that directly help to keep people safe and secure," said Elhassen. "That is a fantastic place to be and I'm looking forward to innovating for the future with DMP!"

Elhassen will collaborate with the Product Management team, with a focus on future evolutions of the X1 Series.

Steve Crump

Regional Sales Manager, Indiana

Steve Crump has joined DMP as the regional sales manager for the Indiana territory. He will provide ongoing service and support to DMP dealers throughout the state. The addition of this role represents a restructuring of DMP sales regions, designed to further elevate personalized service to dealers.

Crump has 25 years of experience in technology supporting all aspects of channel and B2B sales. He previously served at Konica Minolta as a video security solutions executive with a primary focus on Education and Government verticals. He has experience selling and marketing to a variety of vertical industries.

"I am excited to represent a product made in the USA," said Crump. "DMP's commitment to dealer success and end-user satisfaction is the reason I chose to join the team."

Crump is based in the Indianapolis area. His range of expertise makes him well-suited to provide exceptional service to DMP dealers.

Robert Ceolin

Regional Sales Manager, New England

Robert Ceolin has joined DMP as the regional sales manager for the New England territory. He will provide ongoing service and support to DMP dealers in Maine, New Hampshire, Vermont, Massachusetts, Rhode Island and Connecticut. With over 35 years of experience in the physical security industry, Ceolin is a seasoned sales and operations leader who is passionate about delivering innovative and customized solutions. As a sales manager, he oversaw the sales strategy, execution, and growth for a portfolio of security products, including video surveillance, access control, and identity management systems.

"All the history and the time this company has been in business, that's something that drew me to DMP," said Ceolin. "The innovation in the products of DMP also brought me here." His expertise includes operations management, customer relationship management, team building, account management and closed-circuit television. He has a proven track record of expanding market share and building long-term partnerships with key accounts and stakeholders. Ceolin also has a strong technical background in physical security, with integration into third-party products and multiple skills in electronic security systems.

Tonya Hartline

Regional Sales Manager, Mid-Atlantic

Tonya Hartline has joined DMP as the regional sales manager for the Mid-Atlantic territory. She will provide ongoing service and support to DMP dealers in Virginia, West Virginia, Maryland and Washington, D.C.

"I've been in the security industry for my entire career," said Hartline. "I am excited to be part of such a well-respected industry brand that values integrity and produces quality products."

Hartline has over 20 years of experience in the security industry. She has worked in almost all aspects of the business, including distribution, manufacturing and integration sales. She is based in the Washington, D.C.–Baltimore area and will provide exceptional service to DMP dealers.

Fred Bohr

Regional Sales Manager, Upper Midwest

Fred Bohr has joined DMP as the regional sales manager for the Upper Midwest territory. He will provide ongoing service and support to DMP dealers in North Dakota, South Dakota, Minnesota, Wisconsin and the upper peninsula of Michigan.

"I made the choice to come to DMP for multiple reasons," said Bohr. "First, I have been familiar with DMP and their stellar reputation in our industry for a very long time. Second, the culture of DMP is aligned with mine. Placing value on charity, kindness, volunteerism, work/life balance and integrity are as important as profits. Third, DMP is a family owned and operated business answering to Main Street and not Wall Street. Fourth, DMP creates world-class products that are backwards compatible as advancements are made."

Bohr has had sales and leadership experience in alarms, access control, video surveillance and retail loss prevention products. His wide variety of expertise makes him a valuable part of the DMP team.

Craig Dever

National Account Director

Craig Dever has joined DMP as a national account director. He has an exceptional record in sales and leadership serving global technology companies.

Previously, Dever was vice president of sales and marketing at Inovonics, where he fulfilled various sales, marketing and sales management roles for the past 20 years.

"I'm excited to be at DMP because this role fits well with my experience, and I've always been very impressed with DMP products," said Dever. "Coming from Inovonics, I have heard firsthand how well regarded DMP is in the marketplace."

As an expert in building long-term business relationships, he will be an excellent addition to the National Accounts team. His depth of knowledge in product development and sales initiatives makes him well-suited to provide white-glove service to mutually beneficial partnerships.

Marc Turner

Director of Sales, North Central

Marc Turner has joined DMP as the director of sales for the North Central area. He will direct and support the regional sales managers in the Ohio, Michigan, Indiana, Illinois and Upper Midwest territories.

Turner has over 20 years of experience in the security industry, including sales management and general management. He started out as a technician, then transitioned into sales.

"I've been in this industry a long time and I enjoy what I do," said Turner. "I've had some very influential people in my life tell me that I should look at the manufacturing side of the business. When I wanted to make a change and do something different, I reached out to DMP. I'm looking forward to joining the team. I'm excited to be part of it."

Turner installed DMP products early in his career and has worked with numerous people who sell DMP products in the jewelry and banking markets. Most recently, Turner served as a sales director at Securitas Technology. He's also worked with Tyco, Brinks, Guardian Protection and ADT.

Turner is based in the Indianapolis area and has held multiple positions in the Indiana chapter of the ESA. He joins DMP as part of a new sales management initiative that restructured territories to elevate the personalized service to dealers.

It can't give you eyes in the back of your head. It *CAN* give you eyes in the:
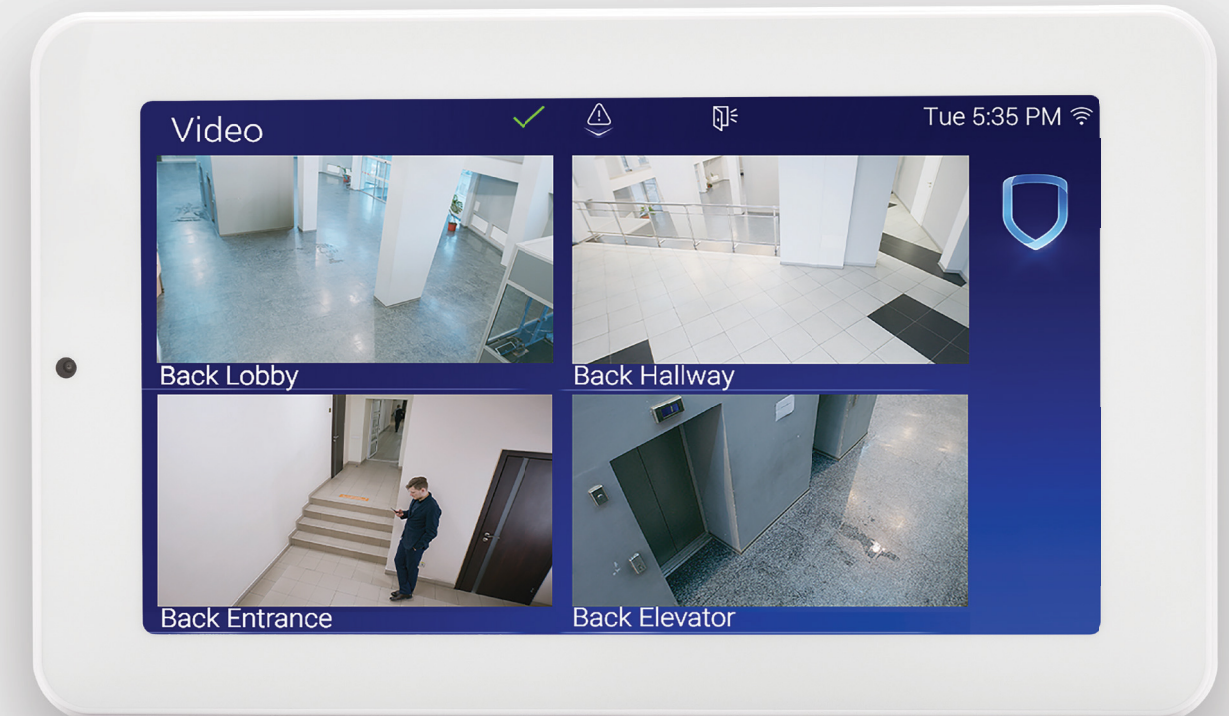
...just to name a few.

With its responsive video-viewing capabilities, the **7-Inch Touchscreen Keypad** can be your eyes wherever you aren't.

Instantly view video clips from your integrated cameras or video doorbell and keep your eyes on the things that matter most.

Visit **DMP.com/7inchTouchscreen-DD** to learn more about what this elegant keypad can do for you!

DMP is celebrating its 50th year in 2025!

As we celebrate with you all year, here are a few key dates:

FEBRUARY 17 – 18

The Spring Executive Dealer Roundtable

HUNTINGTON BEACH, CA

APRIL 1

DMP Owners Forum

LAS VEGAS, NV

JUNE 12

DMP 50th Celebration & Open House

SPRINGFIELD, MO

SEPTEMBER 22 – 23

The Fall Executive Dealer Roundtable

GULF SHORES, AL

DECEMBER 2 – 3

The Sales Leaders Roundtable

PANAMA CITY BEACH, FL

Celebrating Fifty Years

IN-FACILITY MONITORING

California • Nevada • New York

The industry's highest-trained monitoring Specialists work on-site from our 3 hardened facilities.

From the onset of the pandemic, our choice has been to keep critical monitoring operations staff on-site. We believe monitoring from home provides lower-quality service.

Remote work has touched every industry, and every business has had to make choices about "how" they will do business.

We've made our choice.

- Unfailing power redundancy
- Multi-carrier phone/internet connections
- Strict security (access by cleared staff only)
- No distractions, dogs barking, kids playing, doorbells, etc.

Proud to support the DMP dealer family with the highest quality services including monitoring of all DMP panels, DMP video products, SecureCom Wireless communications and direct integration with the Virtual Keypad app.

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DMP EXECUTIVE ROUNDTABLE

DEALER

SAVE THE DATE
FEBRUARY 17-18, 2025

PASÉA HOTEL & SPA
IN HUNTINGTON BEACH, CA

The DMP Executive Dealer Roundtable is an event hosted by members of the DMP Executive Management Group including Owner and President, Rick Britton. This event provides DMP dealers with an opportunity to discuss best practices with other dealers or security personnel around the country. It is targeted to owners, senior management, and sales and marketing management personnel.

Space is limited! Please register before Wednesday, January 15, 2025 at DMP.com/Roundtable-Huntington25.