

SECURITY CONNECTED.

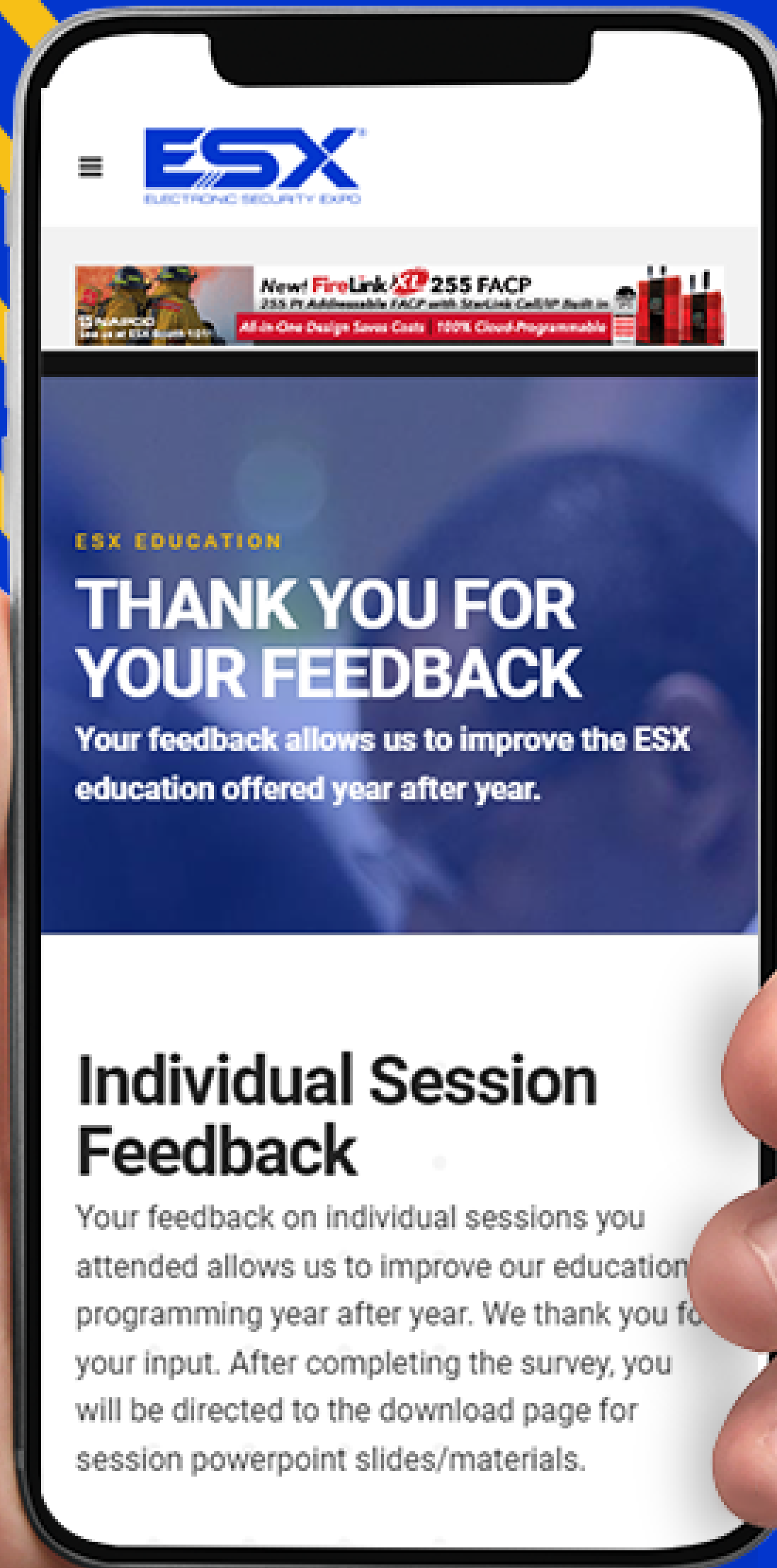


ELECTRONIC SECURITY EXPO

MONITORING TRACK

**TOP 5 THINGS TO EXPECT FROM
YOUR MONITORING CENTER
PARTNER**

ESX FEEDBACK



1

**ANSWER 5
QUESTIONS
ABOUT THIS
SESSION**

2

**GAIN
ACCESS
TO THE PPT
SLIDES**

3

**BE ENTERED
TO WIN A
\$100 GIFT
CARD**

3 GIFT CARDS (\$100 EACH) AVAILABLE FOR SURVEY RESPONDENT RAFFLES

WINNERS WILL BE NOTIFIED THROUGH THE ESX APP

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SECURITY EXPO IS
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COURSE OBJECTIVES:

Top 5 Things to Expect from Your Monitoring Center Partner

- The minimum expectations you should consider before evaluating an existing monitoring partnership or exploring a new one
- The metrics and SLAs (service level agreements) that help when evaluating monitoring centers
- The top services and tools a monitoring center needs to offer dealers

MEET THE SPEAKERS



**JEREMY
BATES**

**PRESIDENT
BATES
SECURITY**



**MIKE
JAGGER**

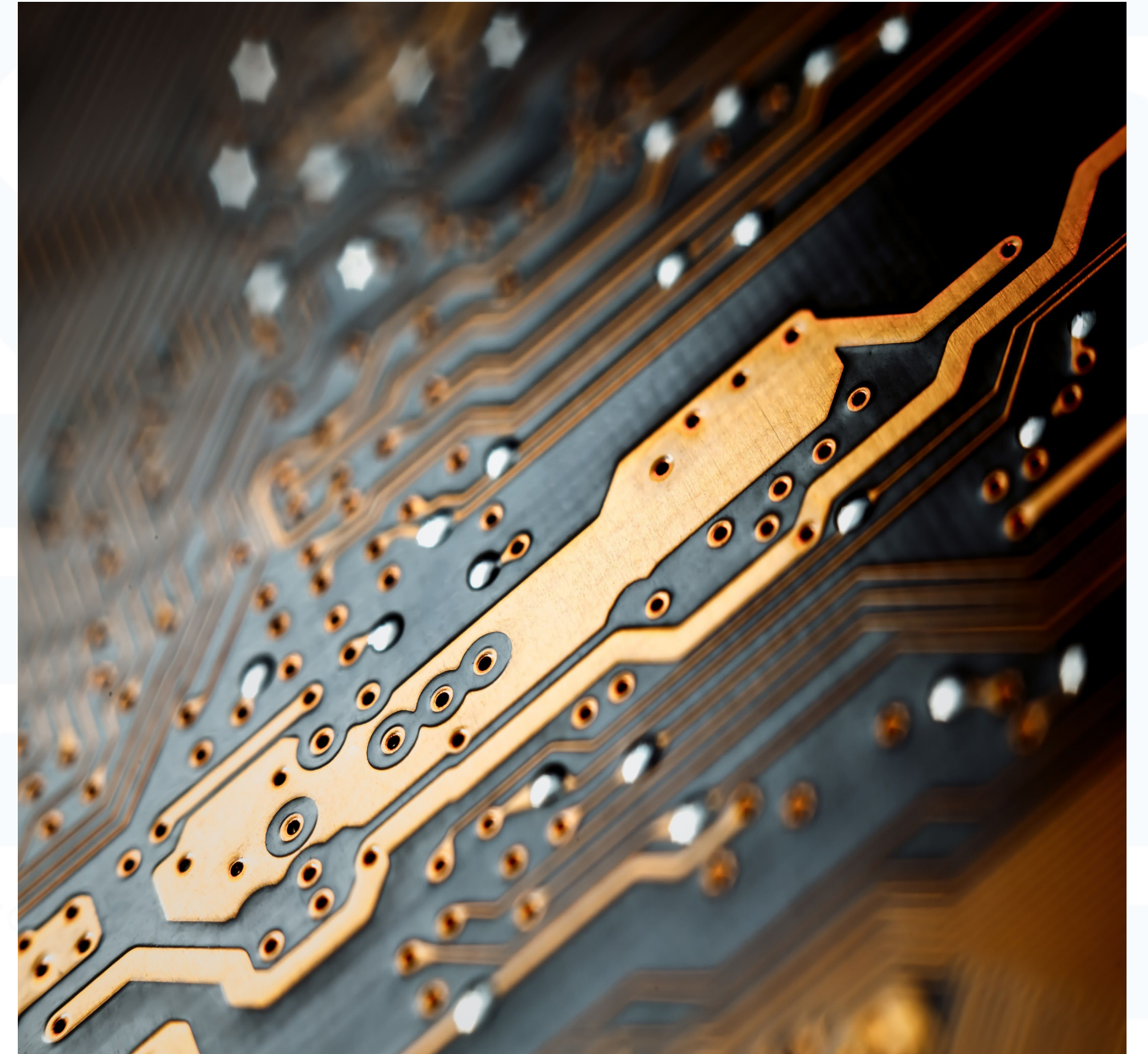
**FOUNDER AND CEO
PROVIDENT
SECURITY**

**DORIAN
KRUSE**

**OWNER
CAPITAL
SECURITY**

Top 5 Things

- **3 Different Dealers**
- **3 Different Circumstances**
- **3 Dealers Perspectives**
- **Mike Jagger with Provident Security**
- **Cameron Fleck with NewVision Security**
- **Jeremy Bates with Bates Security**



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Capital Security's Top Five Things

1. Organization

- Whether moving your existing accounts or adding new accounts in bulk, finding a company that is organized can help streamline things and alleviate pressure on staff and ensure customer satisfaction

2. Tech and after-hours support

- 24/7 phone and tech support

3. Security Focused

- A monitoring company that is focused on security companies needs
 - Level 1 tech support
 - SMS



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Capital Security's Top Five Things

4. Software

- Customer and employee portal
- SMS

5. Innovative

- Forward thinking



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Bates Security's Top Five Things



1. Reliability

- True Redundancy
 - Telecommunications Redundancy
 - Data Redundancy
 - Power Redundancy
- In-Facility Monitoring
- Staffing

2. Customer Facing Tools

- SMS Notification and “App Like” Feature
- Customer Portal
- Customer Assistance by Operator

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Bates - Top Five Things (Cont.)



3. Support to the Dealer

- Dedicated Representative
- Dealer Support Staff
- Data Entry Team

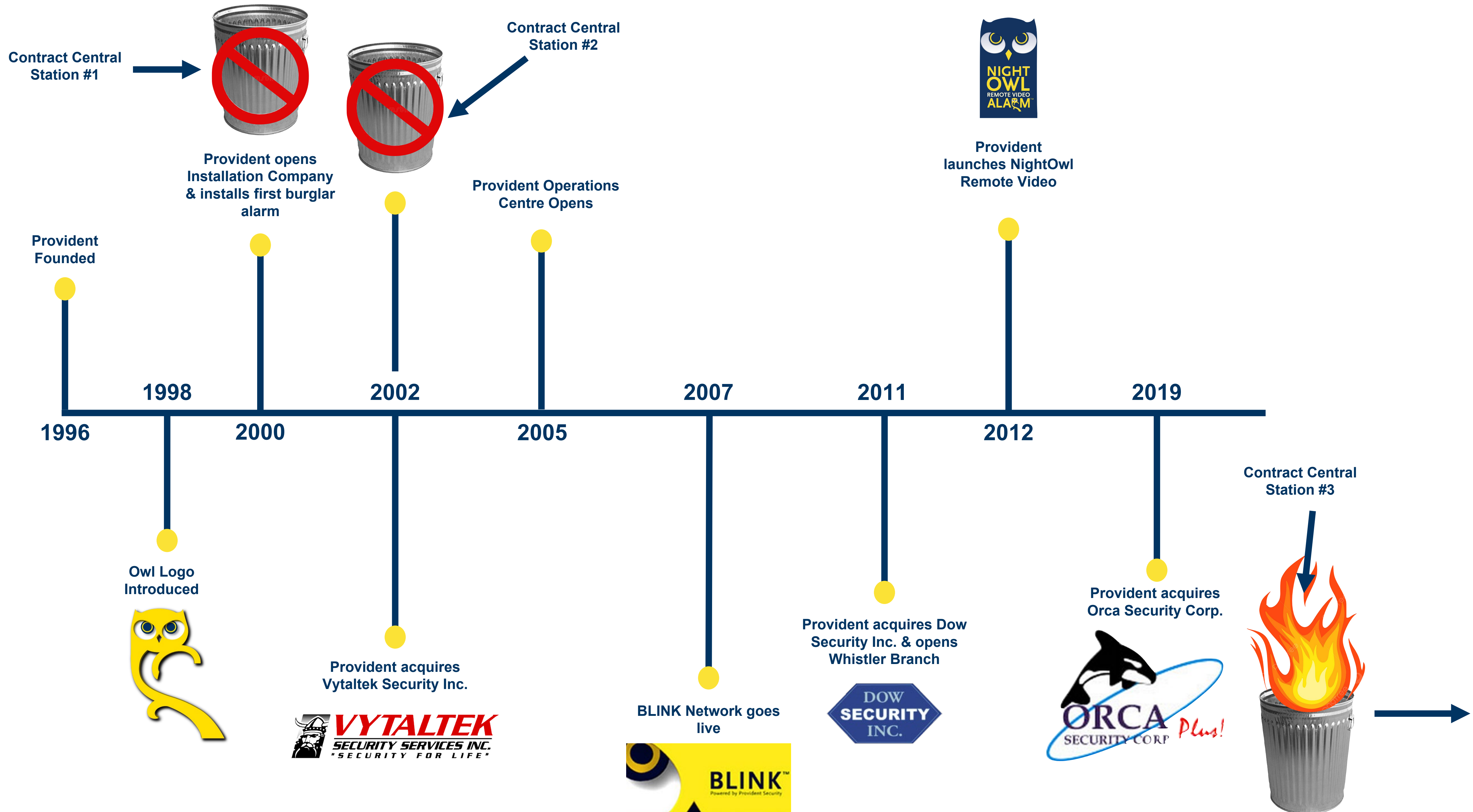
4. Dealer Tools

- On-Line Interface
- Dealer App
- Answering Service

5. Commitment to Technology/Innovation

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PROVIDENT SECURITY

At your door within 5 minutes. Guaranteed.

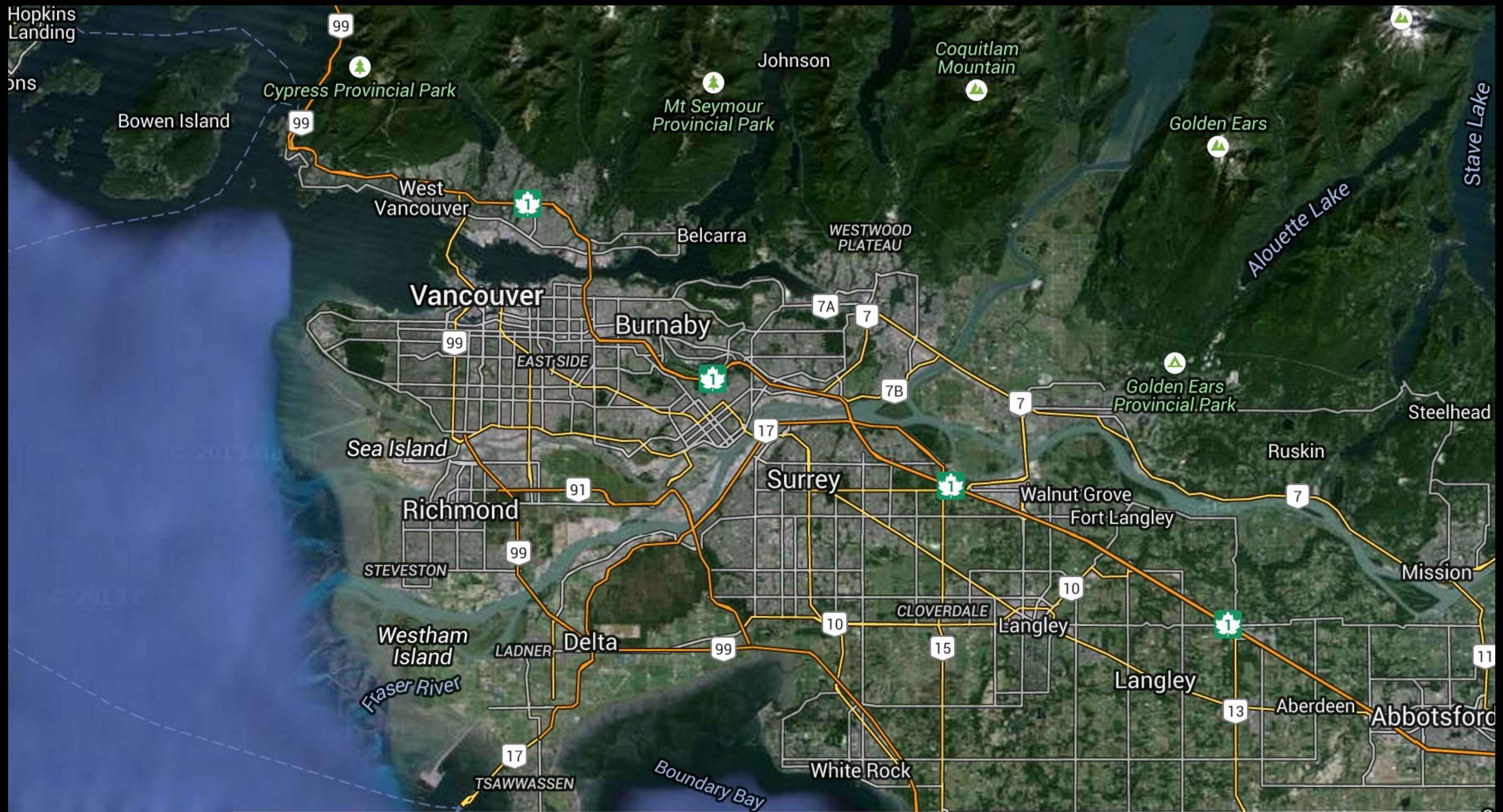
providentsecurity.ca

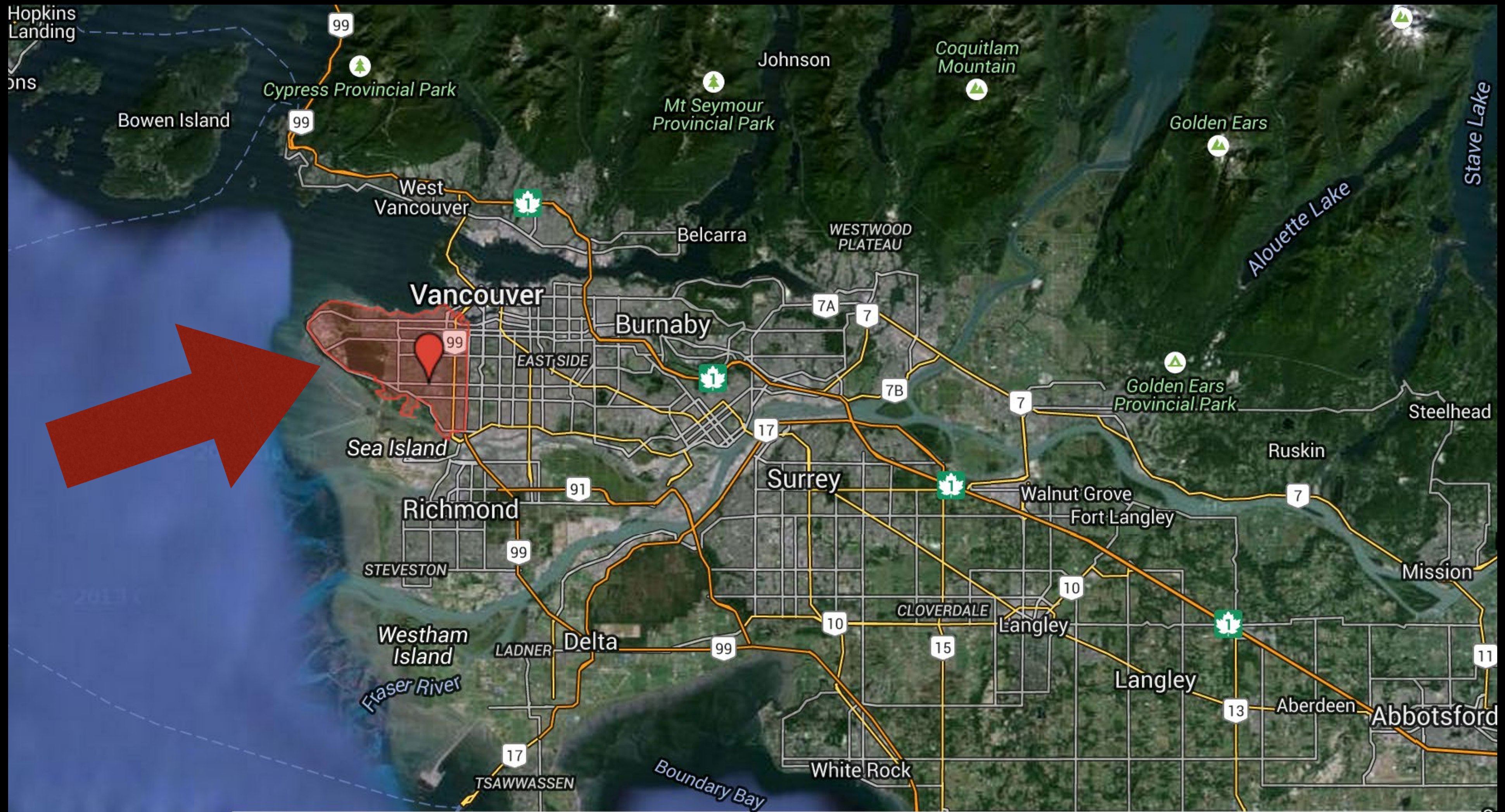


PROVID

MF0

**5 MINUTE RESPONSE
GUARANTEED**







Every alarm is real until proven false.





PROVIDENT SECURITY
At your door within 5 minutes. Guaranteed.

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604-664-1087

CAN ≠ SHOULD

Unique

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CARS

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FOR LEASE
800-293-5881

30

LEONARD EVANS
CARS
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Haas

Hostage as a Service

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REST OF EUROPE

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Spain

LEGATO NERO D'AVOLA IGT SICILIA 17.00
Sicily, Italy - 2011

SOLARENA BARREL-AGED TEMPRANILLO 18.50
Aragon, Spain - 2011

MOONRIVER DANUBE PINOT NOIR 19.50
Mejzrmely, Hungary - 2011

TERRAGENS SANGIOVESE 21.00
Emilia Romagna, Italy - 2009

RIOJA CRIANZA CASTILLO DE CLAVIJO 27.00 9.50 125
Rioja, Spain - 2008

VILLA BELVEDERE VALPOLICELLA
CLASSICO SUPERIORE RIPASSO 28.00
Veneto, Italy - 2010

DAMANA S TINTO RIBERA DEL DUERO 28.00
Castilla Y Leon, Spain - 2010

CHIANTI CAPPANO 29.00
Tuscany, Italy - 2011

RIOJA RESERVA CASTILLO DE CLAVIJO 32.00
Rioja, Spain - 2007

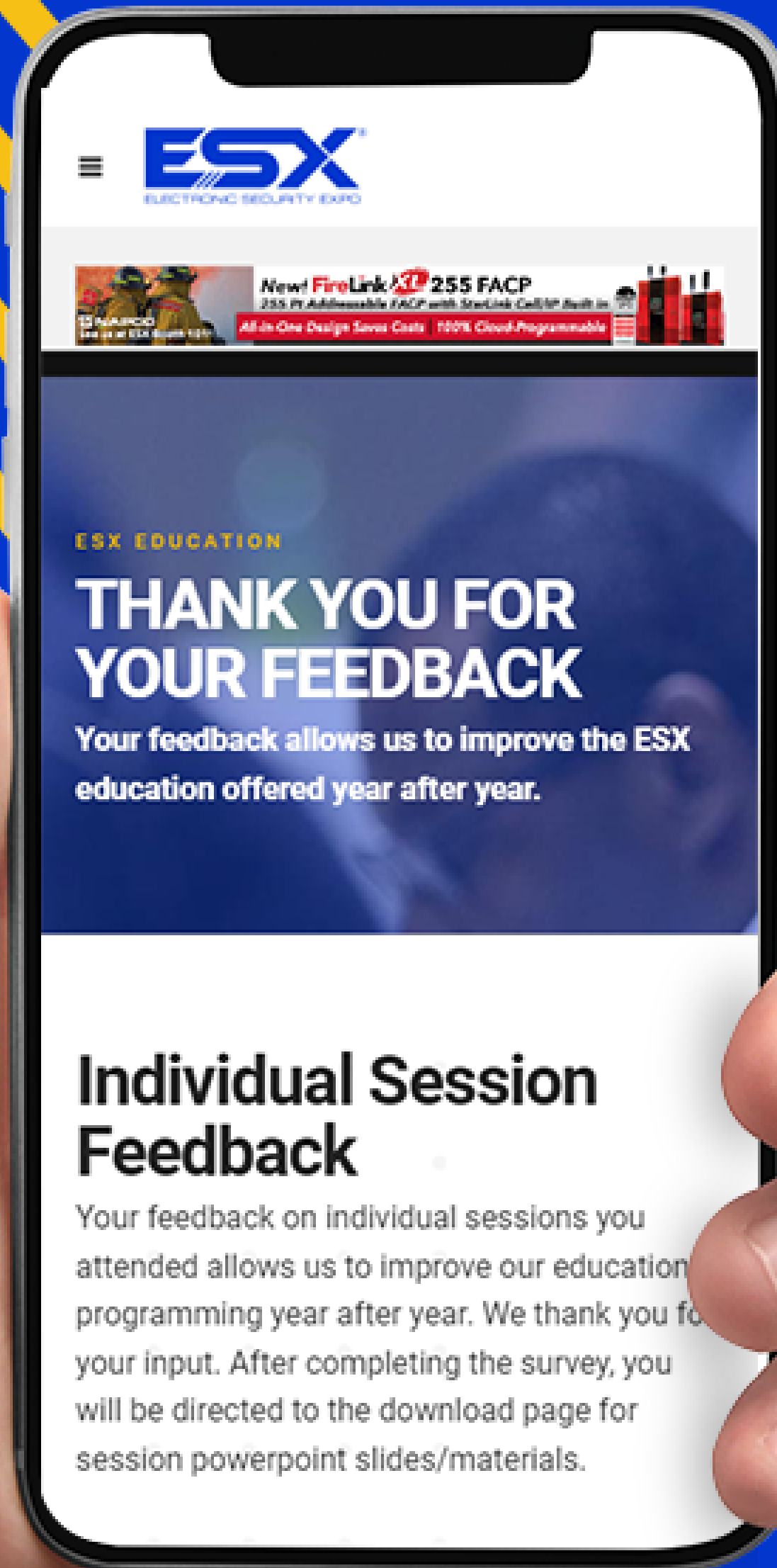
ANGELO VEGGIO BAROLO 43.00
Piedmont, Italy - 2008

All wines by the glass are available in 175ml measures. Vintages are subject to availability.

Would you for

Other Leader

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CLOSING **LUNCHEON**

11:30AM

MAIN STAGE

F.L.Y. FIRST
LEAD YOURSELF

