





The Dispatch

A Quarterly Publication of
Monitor Controls, Inc.
 178-180 Center Street Wallingford, CT 06492
 203-269-3591 888-269-3591

DID YOU KNOW?

- You can request to have invoices, statements, newsletters and inspection reminders e-mailed to you. In addition, we can e-mail you information on alarm ordinance changes or crime sprees in your area. 
- You can have your monthly, quarterly or annual billing applied to your credit card or deducted from your bank account automatically when your invoice is generated. 
- You can have your recurring fees invoiced monthly, quarterly or annually. 
- You can provide us with a blanket purchase order for cycle invoicing or services. 

MONITOR CONTROLS GOES APE OVER SURVEY MONKEY® RESULTS

Boy oh boy did we get results from our first-ever client satisfaction survey e-mailed at the beginning of January! The results were numerous and completely anonymous. We felt it was important to allow our clients to speak freely. We are sorry to say that some people wrote comments but gave no personal details so we cannot address their individual concerns without their information. Therefore, we welcome any suggestions/commentary be e-mailed directly to dsokol@monitorcontrols.com to ensure your concerns are addressed immediately.

Here's the great news...

95.5% of our clients said they were pleased with the level of service they are receiving from us. YAY! (Pat on back). While we always strive for 100% we are so pleased

to have received an A+ from our clients. Those of you who were not happy were kind enough to advise us what is making you unhappy. We thank you for the input and assure you that we have addressed each concern individually with the necessary staff members who can best address your concerns.

Now for the bad news....

45.2% of our clients say they are not aware of all of the services/products offered by Monitor Controls, Inc. Yup...that was a real shocker considering we try to feature something in each newsletter and send out Constant Contact e-mails to clients with e-mails on file. So we're de-

voting the inside of this newsletter to providing a brief run down on all we do and can do for you.

Lastly, 96.9% of our clients stated that they would recommend Monitor Controls, Inc. to others. We appreciate your confidence in us and

take the responsibility of satisfying our client's needs very seriously.

One of the main complaints we received was "survey too long".

We can guarantee you that our next survey will be shorter. We were simply trying to cover everything that we could in the last one. Thank you for your cooperation and understanding.



Thank you to all of our clients who participated in our survey.

MONITOR CONTROLS, INC. TAKES OVER SYSTEMS OPERATING SERVICES

Effective January 2011, Monitor Controls, Inc. entered into an agreement with Gary Chapps, owner of Systems Operating Services in East Hampton to take over all of their accounts. "We had been monitoring for Systems for

over ten years so the transition was relatively effortless", states Deborah Sokol, CFO at Monitor.

"I am very confident that Monitor can provide a level of service unparalleled in the indus-

try", stated Chapps.

While Chapps endeavors to take on new challenges in his life he is both sad about closing this chapter in his life, but is certain this was the right choice for him and his clients.

WHAT WE DO IN OUR CENTRAL STATION

Some signals we monitor:

- Security** (motion, glass break, stress sensors, window screens, photo electric beams)
- Fire** (heat, smoke, & flame detection)
- Environmental** (carbon monoxide, low/high temperature, refrigeration, heating/cooling, greenhouses)
- Water Sensors** (sump pump failures, power loss, low/high water level)
- Low Battery/AC Power Failure** (generator failure)
- Suppression Systems** (sprinkler water flow, sprinkler back flow, tamper, Ansul systems)
- Access Alarms** (pool gates, trailer storage, medication storage)
- Activity Reports** (who armed/disarmed your system and at what time, dispatch and disposition reports e-mailed or faxed daily)
- Open/Close Schedules** (If your system is not armed/disarmed by a specific time you will be notified)



Our central station is manned 24/7/365

"If we can put power to it, we can monitor it. We customize hundreds of systems per year. No two people are alike, so how can two systems be alike?"

WHAT WE DO IN ADMINISTRATION

- Invoicing/Statements** (recurring charges can be invoiced monthly, quarterly or annually and can be e-mailed)
- Automatic Payments** (charges automatically applied to credit card, debit card or bank account)
- Quarterly Newsletters**
- Insurance Certificates**
- (sent to your insurance carrier for premium rate reduction)
- Alarm Registration Forms**
- NFPA Forms** (Inspection/Testing forms required by Code are prepared and sent to AHJ)
- Leasing/Financing**
- Contract Maintenance**
- Inspection Reminders**
- E-mail Blasts** (advising clients of new services/products, breaking news within their community or our company, inspection reminders)
- Alarm Ordinances**
- Web Site Design/Maintenance and Marketing**
- Document Storage/PCI Compliance**

WHAT WE DO IN SERVICE



Our service technicians are knowledgeable, courteous and conscientious.

- Late-to-Tests** (If your system does not test daily, we notify you)
- Un-restored Signals** (if a zone does not restore, you are notified daily)
- Scheduled Maintenance** (quarterly, semi-annual or annual inspections performed based upon Code requirements and occupancy)
- Emergency Service** (3 techs on-call 24/7/365)
- Training** (we train our clients but our technicians also undergo weekly training sessions on manufacturer, CEU and OSHA for example)
- Remote Programs** (at your request we can access your alarm system to change combinations, test times or zones, etc. right from our office)
- Access Management** (add/delete user's cards and perform backups)

WHAT WE DO IN OUR SALES DEPARTMENT

Our sales team has an advantage over most; Our sales team members have worked in installation and service at Monitor Controls, Inc. This allows them to better understand the products and the ability to estimate labor accurately.

- **Conscientious** (take the time to understand what clients want, but are not afraid to recommend items we feel may have been overlooked)

- **Electrical Permits** (pull permits for



A personal approach is the only one to take when considering someone's life safety

jobs as required by Code or AHJ)

- **Quotations** (easy to read/ understand plain-language quotations/contracts are created, hand-carried, mailed, e-mailed or faxed in a timely fashion)
- **Follow-Up** (our sales team follows up with the installers and our clients to ensure what was quoted was installed to our client's satisfaction.)

WHAT WE INSTALL & SERVICE



- Motion Detection including pet immunity motion detection



- Carbon Monoxide Detection
- Temperature Sensors



- Vehicle GPS
- Intercom/ Video Intercom Door Entry Systems



Our installation technicians have over 50 years of combined experience with our company.



- Glass Break Detections
- Stress Sensors
- Photo Beams



- Sump Pump Alarms
- Water Sensors



- Emergency Call-for-Aid Boxes (for school campuses or parking garages)



- Security Screens
- Door Contacts
- Driveway Sensors



- AC Power Monitors
- Tamper Switches
- Access Control Systems



- PERS Units (Personal Emergency Response)



- Heat Detection
- Smoke Detection



- Card Readers
- Electric Strikes



- Key Vaults/ Knox Boxes



- Flame Detection
- Horn/Strobe Assemblies

- Video Surveillance Cameras



- Elevator Emergency Phones
- Biometrics

- Pull Stations

- Digital Video Recorders



Prepare and prevent, don't repair and repent.

~Author Unknown

Safety isn't expensive, it's priceless.

~Author Unknown

*Meanwhile...Back at
the Office*



178-180 Center Street
Wallingford, CT 06492

Phone: 888-269-3591
Fax: 203-265-0727

**Because we value your safety
and security as much as you do.**

We're off to a great start this year...

Congratulations to Jason Sokol, Operations Manager at Monitor Controls, Inc., for being nominated for association President of the Year at the national ESA (Electronic Security Association) meeting in Dallas.

Congratulations to Tasha Snipes, Administrative Assistant, who just purchased her first home!

Congratulations to Deborah J. Sokol, CFO, who was unanimously elected by the IQ Board of Directors to another term as treasurer for the IQ Certification Program.

Congratulations to Allyson McLearn, Central Station Manager, and her husband on the recent news that they are expecting a baby in August!

Monitor Controls is sending staff to the International Security Convention in Las Vegas in April.



03/05	Jeremiah
04/02	Shalene
04/07	Megan
04/23	John B.
04/23	Tasha
05/14	Ray R.
05/28	Christopher



Peter	37 Years
Jason	23 Years
Sandy	5 Years
Tasha	4 Years
Dan H.	3 Years

Visit us at

www.monitorcontrols.com

E N E R G Y E F F I C I E N C Y

We were pleased that so many of you wrote in on our survey inquiring about the electrical efficiency of your alarm systems. Kudos to our clientele for being energy conscious!



A typical residential alarm system installed by Monitor Controls, Inc., using UL® listed equipment, draws electricity equivalent to that of charging your cell phone. "There are exceptions based upon the

number of devices one has, the power supply type and size, and the transformer size. However, typically it costs more per month to charge your laptop", states Jason Sokol, operations manager at Monitor Controls, Inc.

It was Alan M. Eddison who said "modern technology owes ecology and apology". It does not appear that this statement holds true in the low voltage alarm industry.



**C A L L - L I S T
U P D A T E S**

It is easy to get caught up in life and forget the little things so we are reminding you, much like your Outlook® task pop-up, that it is time to contact our central station and review your contact list. Make sure names, phone numbers, hours and the order of contacts is up-to-date. In addition, make sure all clear codes are accurate and your key holders know what their clear code is. Our central station will not release any information without a clear code.

You may call us at 888-269-3591, fax us at 203-265-0727 or e-mail updated information to:

dataentry@monitorcontrols.com



Clip and Return

We are trying to be fiscally responsible and control our costs as much as possible. By doing so we can maintain the level of service you have come to expect without raising rates. Therefore, won't you please help us keep our costs under control and save our planet by **having your invoices, statements and inspection reminders e-mailed to you.** Clip and return this area with your payment or simply e-mail the information to dsokol@monitorcontrols.com.



Account # _____ E-Mail address _____