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# The Dispatch

## Convenience Store Video Cameras Not Used to Full Potential

When 3xLOGIC, Westminster, Colo., hired Sales Edge, Denver, to conduct a national survey of convenience store owners, operators and loss prevention managers, the results revealed a noticeable trend - only a fraction of the respondents were using their video surveillance systems to their full potential.

The survey probed the extent to which convenience stores (C-stores) utilize various video surveillance technologies in their day-to-day operations. In addition to standard loss prevention activity, the survey also sought to understand the extent to which organizations were utilizing newer technologies and features that allow the monitoring of and interaction with various business processes. Many integrated video solutions today allow the monitoring and reporting of everything from refrigeration systems to employee performance, and remote management of multi-site locations can now be performed through systems that are connected to the Internet, but that doesn't mean that users are applying the technologies.

The survey, which netted 125 respondents from around the country, showed:

100 percent of the respondents use some form of digital video surveillance in their organization.

92 percent of respondents operated C-stores with fuel while the remaining 8 percent were a C-store only.

100 percent used their systems for loss prevention purposes.

Only 75 percent had their systems connected to a network of any type.

Only 25 percent used audio recording at the counter.

Only 8 percent were using IP cameras.

0 percent used call logging.

0 percent used video analytics to any degree.

"We found that most C-stores only use a fraction of the capability offered by their current surveillance systems, yet we

found that most organizations had definite need and desire to more fully utilize their current investment." said David Nieweg, director of business development for 3xLOGIC.

When provided with various scenarios of alternative uses for their video surveillance system, such as remote management, monitoring systems such as refrigeration or exception reporting of processes, the results showed:

- ▶ 73 percent of respondents were interested in remote multi-site management using video and audio.
- ▶ 91 percent were interested in measuring and managing the customer experience utilizing the video surveillance system.
- ▶ 73 percent were interested in measuring and managing employee performance with video surveillance technology.
- ▶ 9 percent were interested in the utilization of video analytics in the retail environment.

"It shows that the industry has a long ways to go in regards to educating the consumer about the capabilities of the systems currently being sold," said Mike Davis, 3xLOGIC's director of U.S. operations. "It also indicates that consumers are unaware of the potential benefits of emerging technologies such as video analytics. It may be a situation where they will wait until they see concrete examples of ROI before they become interested, but it also indicates that manufacturers will need to prove tangible benefits to drive customer adoption."

The tangible benefits need to be carefully catered to the individual companies' needs, however.

"The security industry really needs to get into the verticals and understand the actual applications - just selling the solutions without understanding the applications and how they fit and how they effect people's lives and the company's operations is not enough," Nieweg said.

## We Accept



## Stopping Copper Theft

### Inovonics and GRI Offer a Cost Effective Solution To Deter Copper Theft In Air Conditioner Units

The GRI HVAC Kit consists of two tilt switches and a 2.2K end-of-line resistor embedded in epoxy. The tilt switches are mounted on opposite corners of the air conditioner unit and wired in a closed loop series through the copper coils.



An Inovonics universal transmitter with end-of-line resistor protection is then connected to the wire loop and mounted inside of a weatherproof enclosure.

If the cover to the air conditioner unit is tipped or removed, or if the wire is cut, the transmitter signals the head end security panel to alarm.

The Inovonics and GRI solution provides complete protection of air conditioner units at a price end users can afford. The wireless component from Inovonics means there is no need to run hundreds of feet of wire from vulnerable air conditioner units back to the panel, thereby reducing installation time.

ADI

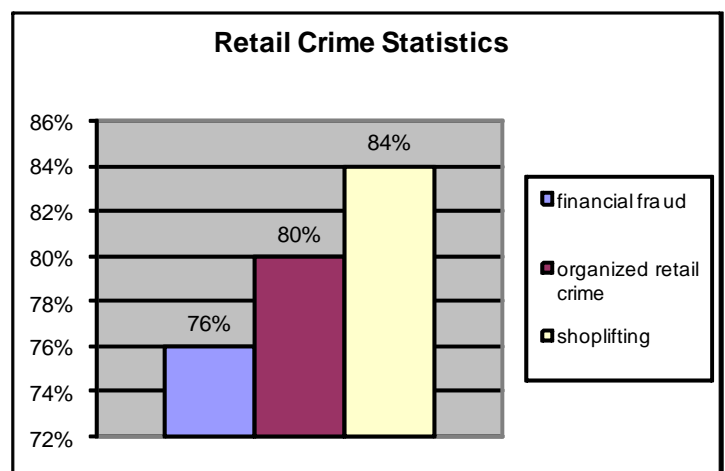
## Alarm Transmission Nomenclature

- ▶ **Digital**-uses POTS line at customer location to send signals to central station
- ▶ **Internet**-uses internet connection (DSL, 56K, or T1) at location to send signals to central station
- ▶ **RF**-Uses an antenna installed at the customer location to transmit signals to central station
- ▶ **Cellular**-uses cell phone towers to transmit signals to central station

## Crime is Up as Economy Slows

The Retail Industry Leaders Association recently surveyed 52 retailers in the United states ranging from grocery, drugstore and mass merchants to specialty apparel, electronics/appliances and fabric and craft retailers. The results of the survey revealed evidence that crimes against retailers are trending upward in correlation with the recession.

Retailers reported that the trends are in regions not typically prone to such increases. Cities and highly urbanized states are often the first to display increases in unlawful activity, however results show that increases in crime have permeated beyond these regions and onto a number of non-traditional and rural areas.



## Radio Network Captures Professional Jewel Thieves Red-Handed

Peabody, MA December 16, 2008 - AES Corporation received confirmation today that their AES-IntelliNet MultiNet long-range mesh alarm communications system foiled a jewel heist attempt in Hemet California. The local police department was on the scene in 10 minutes thanks to the speed of AES-IntelliNet radio alarm communications system and 2 men were taken into custody when they were caught trying to collect the jewelry and exit the store. A report by Riverside County local news brief confirms that both men were taken into custody and held at Riverside County jail.

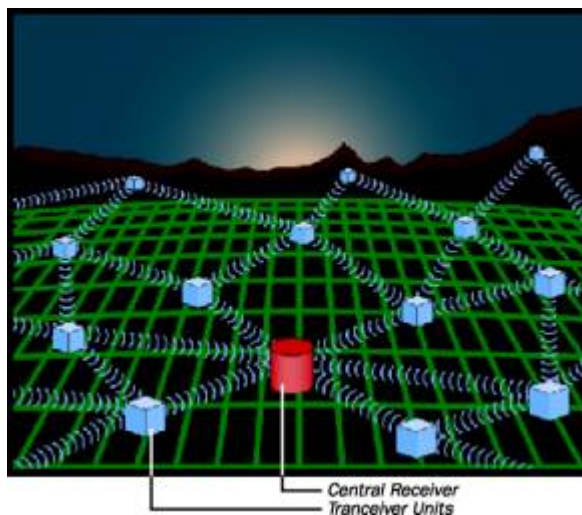
According to the local police department, the two men cut through the wall of a vacant business next to the jewelry store and immediately destroyed the burglar alarm control panel. In fact, the central station stated, "the control panel was taken out so fast that the digital dialer signal never made it through. Evidently the thieves knew exactly where to come through the wall at the alarm panel site but they were not expecting to encounter the speed of AES-IntelliNet. If this site did not have the protection of AES-IntelliNet, we would never have received the alarm signal and it would have gone down very differently. The subscriber would have suffered a loss and the burglars would not have been apprehended."

The AES-IntelliNet's MultiNet alarm communications system is a self healing, long-range wireless mesh radio communication network and works in conjunction with the Internet to provide customers the ability to monitor alarms in multiple regions from one location, without recurring monthly communications costs or infrastructure fees typically associated with remote monitoring. The AES-MultiNet mesh network also offers a more reliable, faster means of communicating alarm signals to central monitoring stations without relying on telephone lines or cellular services that are vulnerable to line cuts, weather conditions, radio jamming, and recurring monthly costs.

Tom Kenty, General Manager at AES Corporation said, "This is another example of the proven and superior reliability of the AES-IntelliNet long-range wireless radio alarm communications system. When we claim our mesh alarm communications system is 10 times faster than telephone or cellular technology, we continue to back that claim up with examples like this.

**About AES Corporation:** Established in 1974, AES Corporation is the industry leader delivering high quality wireless mesh networks

to multiple industries, including the fire alarm and burglary monitoring market. Wireless mesh networking is an innovative technology for applications that need to communicate data over a large geographic area with a high level of reliability at a low cost of ownership. AES-IntelliNet technology offers easy installation and management at a performance and price level far superior to traditional communications methods, both wired and wireless. AES-IntelliNet network users in the Fire & Burglary Alarm Monitoring industry have gained significant revenue, communications and cost advantages while meeting the high standards of reliability required.



**Just an FYI:** Monitor Controls, Inc. was the very first client of AES. and has well over 1000 RF systems working flawlessly in the field.

## Ice Storm in Northeast No Match for Radio Network



AES-IntelliNet long-range mesh radio alarm communications system did not fail during recent ice storms throughout New England, even when electricity was lost for as long as seven days. Frozen tree limbs came down everywhere wreaking havoc on the entire Northeast, including New York, downing electricity, phone and cable connections which left customers in the dark and seeking shelter with friends and relatives until their power could be restored.

Tom Kenty, General Manager at AES Corporation said, "AES-IntelliNet survives one natural disaster after another and continues to be the only proven reliable alarm communications systems to withstand hurricanes, wild fires, earthquakes and just about anything that Mother Nature has thrown at it. It just works."



<b>Megan</b>	<b>04/07</b>
<b>John B.</b>	<b>04/23</b>
<b>Tasha</b>	<b>04/23</b>
<b>Ray R.</b>	<b>05/14</b>
<b>Chris S.</b>	<b>05/28</b>



<i>Employees celebrating anniversaries with us this quarter:</i>	
<b>Peter</b>	<b>35 years</b>
<b>Jason</b>	<b>21 years</b>
<b>Sandy</b>	<b>3 years</b>
<b>Tasha</b>	<b>2 years</b>
<b>Tina</b>	<b>1 year</b>
<b>Dan H.</b>	<b>1 year</b>

## Award Recipients

In addition to the great food, and great company at our annual Christmas party we also had some great achievements to acknowledge..



First of which to recognize our service manager John Balogh for twenty-five years of loyal service to Monitor Controls, Inc. John was presented with a plaque and a cruise to the Caribbean for his family. John has worked in central station, installation and service over his tenure with us.



Next Jason Sokol was presented with his twenty year plaque recognizing him for his dedication to quality workmanship, dedication and loyalty. He and his family are off to the "four corners". Jason began his career in our installation department where he thrived on new technology so much so that he asked for the position of central station manager where he served for more than twelve years before becoming our

IT guru. Jason is known in these parts as the "go-to guy".



Dan DePaolo in our service department was given his first longevity award for five years of service to the principles and beliefs of Monitor Controls, Inc. Dan brings the humor to our service department having helped decorate the department with delightful photos he enjoys embellishing with Photo Shop. He's the kidder but also someone who takes his job and his responsibilities to life safety very seriously, as such he has been pursuing his NICET certification where he is currently level one certified.



Barbara Smith was presented with a plaque for her five years with us as well. Barb works in the administration department issuing contracts, alarm registration forms, scanning and anything else we throw at her. "She is an efficient and conscientious worker" states her supervisor, "a real pleasure to work with."

The evening was filled with laughter. It was a time to let our hair down (or put it up), dress up, stop talking shop and relax in a comfortable atmosphere with the people we spend most of day with.

## E-Mails Still Needed!

Over a year ago we requested e-mail addresses from our clientele for several purposes. As of publication date we have not yet received responses from some clientele.

It is our goal in 2009 to e-mail invoices to our clients saving postage and paper, thus helping the environment. It is also our intention to have a complete emergency e-mail list should Monitor Controls, Inc. be required to activate our Disaster Recovery Center, or for any other emergency situation that our clientele should be made aware.

*If you have not supplied an emergency e-mail to us, kindly do so by writing your e-mail address on the payment stub of the enclosed invoice and return it to us. You can also e-mail your address to [dsokol@monitorcontrols.com](mailto:dsokol@monitorcontrols.com) with "Client E-Mail" in the subject line.*

Our goal is to have 100% participation! Please help make our dream a reality!

# We Accept

