SDM

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A **bnp** media PUBLICATION

SEPTEMBER 2020

Crisis Response

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Page 40

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DEPARTMENTS

SDM

Where are you in your panel manufacturer's plans? You're at the center of ours.

As control panel manufacturers are closing and creating spin-offs at a dizzying pace, are you still part of their plans? After decades of building your business with their products, are they still building their products for your business?

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CRISIS RESPONSE

Reacting to Crises

Karyn Hogson, Editor of *SDM*, is responsible for the overall editorial direction of the magazine.

I don't know about you, but I feel like I have been living in crisis-mode for the past six months. Luckily my family has so far stayed healthy and is mostly taking the changes to our daily life in stride. Yet, while COVID-19 has seemed to take up a lot of our energy, time and planning lately, it is far from the only crisis the security industry responds to on a daily basis.

From fires to active shooters, rioting incidents and much more, the physical security industry is the lifeline for many urgent matters. In this month's cover story, *Responding to the Unexpected* (p.40), Courtney Wolfe writes about critical incident response and solutions such as gunshot detection systems, analytics and other ways the security industry is stepping up to meet the needs of its customers both for their every day needs and for the unexpected ones, whether that be an active shooter or a health emergency like we have been experiencing this year.

Of course, COVID-19 is the issue that continues to be top-of-mind for most companies today, and many of this month's features

> 'While COVID-19 has seemed to take up a lot of our energy, time and planning lately, it is far from the only crisis the security industry responds to on a daily basis.'

address the impact it has had on certain technologies and verticals within the security and life safety space.

In *Enterprise Access Reacts to COVID-19* (p. 68) I discuss with top industry experts the impact the pandemic has had and will potentially have going forward in the enterprise access control space, where many have looked to their existing systems to explore features they hadn't needed before (like contact tracing) and integrations that didn't exist prior to this situation (such as EST systems). It also considers how this crisis may change future planning for these larger customers. And in *VMS Solutions Evolve to Address Emerging Needs* (p. 75) contributing writer Derek Rice writes, "As the world adjusts to a new normal, security integrators and users must change the way VMS solutions are sold, installed, configured and used."

Two other features, the *2020 State of the Market: Fire Alarms* (p. 50) and *Distributors Help During COVID-19* (p.64) also delve into ways the industry is both weathering and adjusting to changes wrought by this pandemic.

We hope you find this issue full of useful insight and thought-provoking ideas. Let us know what you think by joining us on , or , or emailing me at Hodgsonk@bnpmedia.com. //

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SMART HOME

ADT & Google Announce Long-Term Partnership

ADT and Google announced a long-term partnership to create the next generation of smart home security offerings. The partnership will combine Google Nest's hardware and services with ADT's installation, services and professional monitoring network for a more robust smart home experience.

"Today we start a new chapter in our company's 145-year history with this terrific partnership announcement with Google," said Jim Boyce, president and chief business development officer at ADT.

The future ADT + Google home security solution will hopefully advance smart home offerings and attract new consumers seeking premium technology, end-to-end smart home services and trusted security.

"I see this as a real extension of the strategy we set for ourselves a couple years ago," said Rishi Chandra, vice president of product and general manager of Google Nest. "I've been working in the home space for many years now, and one thing we found is that there is a huge emerging opportunity to rethink the home experience using AI, but the challenge is the way consumers experience the technology.

"We create these building blocks for the helpful home, but we ask consumers to put

Motorola Solutions Acquires Pelco for $110 Million Cash

Motorola Solutions has completed the acquisition of Pelco Inc., a global provider of video security solutions based in Fresno, Calif.

Pelco designs, develops and distributes end-to-end video technology, including video security cameras and video management system software. The company's scalable solutions and commitment to service delivery enable customers of all sizes to mitigate risk, increase operational efficiencies and enhance safety.

"Video continues to play a more powerful role in enabling safer cities and securing businesses around the world," said Greg Brown, chairman and CEO, Motorola Solutions. "Pelco's track record of innovation, internationally recognized brand, global channel and customer installed base enable us to further expand our global footprint with enterprise and public safety customers." //

$82,000

The average compensation for monitoring center managers was $82,000 in 2018, according to The Monitoring Association's Wage & Comp Survey. // SOURCE: WAGE & COMPENSATION SURVEY, THE MONITORING ASSOCIATION, AUGUST 2020

Johnson Controls Acquires Qolsys

Johnson Controls has acquired the remaining stake of Qolsys Inc., a residential and commercial security and smart home manufacturer, after owning a majority since 2014. The Qolsys founders and leadership team will remain in Silicon Valley assuming key roles in Johnson Controls' global intrusion business.

"Qolsys has grown from a startup to a leading security platform provider with over 4,000 dealers and service providers worldwide," said Jeff Williams, president of global products, Johnson Controls. "Johnson Controls sees long-term opportunities to bring Silicon Valley innovation and culture to our broader cloud-enabled IoT solutions in building management, fire and HVAC businesses. The opportunity to acquire Qolsys allows Johnson Controls to achieve operational efficiencies and scale across our global markets, while further enhancing the suite of products and services offered on our digital platform, OpenBlue."

Qolsys continues to show consistent growth of services and dealers, which led to $150 million in revenue during fiscal year 2019.

"As the world becomes more connected and the innovation curve continues to ramp up at unprecedented speed, we are excited to join Johnson Controls," said Dave Pulling, Qolsys CEO. Pulling will become vice president and general manager of the global intrusion products business for Johnson Controls. "We are committed to our customers in the security channel while continuing to invest in our roadmap and emerging verticals around the globe."

Johnson Controls' global intrusion business now includes the combination of Qolsys, DSC, Bentel, Visonic, PowerG and Tyco.

Qolsys recently announced roadmap products including the IQ Hub, a lower-priced, third-generation IQ Panel; the IQ Router, a next-generation mesh networking solution to address the complex connected home; IQ Water, a connected water shutoff valve designed for mass-market retrofit; and a fourth generation IQ Panel due in 2021 with Qualcomm chipset supporting AI, M2M and next generation connectivity.

Johnson Controls will offer Qolsys products throughout global markets. //

Majority Adopt Smart Technologies to Save Money

The primary reason end users adopt smart building technologies is to manage costs, according to a new study from Omdia. // SMART BUILDINGS SURVEY, OMDIA, JULY 2020

Protect Your Office Buildings, Schools and Manufacturing Facilities

FACT: The Centers for Disease Control and Prevention (CDC) has recommended that schools and businesses not only protect their employees but also <u>monitor employee health regularly</u>. Legal experts assert that entities that fail to maintain minimum standards, including health monitoring and temperature scanning, could later be subject to liability or workman's compensation issues if teachers, students, service employees and visitors contract the virus.

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PSA Announces Corporate Social Responsibility Program

PSA launched a corporate social responsibility program to better its community and low-voltage systems integration industry as a whole.

"Our employees have been the driving force in getting PSA involved in supporting our communities," said Bill Bozeman, CEO of PSA. "I'm

constantly impressed by their willingness to jump in and help. ..During COVID-19 we have written letters to senior citizens who have been isolated from their families and friends, as well as funded a donation to youth aging out of the foster system."

PSA established a community service committee that regularly comes up with initiatives for employees to support. For example, PSA awards an annual $5,000 security scholarship to someone working in the security industry or their child. PSA is also currently exploring how it can promote diversity within the security industry through internships and additional scholarships. PSA plans to launch this part of its corporate social responsibility program in 2021.

"One of the largest challenges our industry faces is developing and retaining next generation talent," said Ric McCullough, president of PSA. "This is why we developed our scholarship program and aim to expand it even further. We can all agree that the security and AV industries will greatly benefit from more diversity, and we are looking at ways we can be a champion for this." //

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COMPANIES **YOU SHOULD KNOW** //

MachineSense

MachineSense was founded in 2014, but its entrance into the security and building automation industry has just begun. The company's underlying platform is derived from IoT technology, combining sensor technology with algorithms to measure various metrics, such as body temperature. With the emergence of COVID-19, the company has expanded its IoT focus to create FeverWarn, a thermal temperature scanning device.

Founder, President and COO Biplap Pal, and Executive Chairman Conrad Bessemer, founded MachineSense to thoroughly master and execute IoT technology across multiple industries and applications.

"We already had the base technology, so we built a thermal sensor system within two months, launched it in May, and the scanner started selling like hot cakes," Pal said.

Pal points out that even after the pandemic subsides, health detection technologies will still be extremely relevant to combat other infections, such as the seasonal flu.

The company is continuing to develop screening products. "One new product in beta testing will detect respiratory issues as well as other signs of illness as new data points are developed," Bessemer said. "In addition, the company is developing solution-based products for the pandemic that are focused on improving air quality and alerting users to an atmosphere that may provide for viral spread through aerosols."

To find out more, visit *www.feverwarn.com*.

NEWS **BRIEFS** //

StoneLock, a manufacturer of contactless and privacy-hardened biometrics solutions, appointed Yanik Brunet as the new general manager, and Greg Harman as the regional director of sales.

Brunet brings three decades of experience transforming technology companies. Prior to joining StoneLock, he led the implementation of new go-to-market strategies for a leading access control product that generated $40 million in revenue. Harman previously oversaw the successful launch of cloud-based access control solutions targeting the North American market, tripling the expected revenue.

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How AMP Smart Completed a Growth Capital Round in a Pandemic

AMP Smart, a residential security and smart home services company in American Fork, Utah, completed a growth capital investment round with Seacoast Capital and St. Cloud Capital. The investment, together with AMP's renewed senior debt facility, provides AMP with a growth capital structure in excess of $60 million.

"The banking environment has been very challenging," said Allen Bolen, AMP Smart CEO. "Luckily we had banks that were committed to our company and committed to bringing in more capital to grow the business, under the right terms. We had to be very precise in our modeling and also conservative to allow for unforeseen events such as the pandemic. All of the parties in the transaction were able to get comfortable with the projections, even with some fairly severe adjustments for scenarios that could develop as the economy adjusts."

Robert Moe, CFO of AMP Smart, said AMP is a high growth company that consumes a lot of capital. Several years ago, the company knew it would at some point exceed the level of debt banks were comfortable providing, and that they were going to need to bring in some quasi-equity.

In 2019, they started looking for the right partner, and found Seacoast Capital.

"We spent a lot of time modeling out the growth picture for the company and the capital needs, talking about structure, and we were on track to have the transaction closed in Nov. 2019," Moe said. "But around that time, the banks that lend to this industry began to pull back from the residential side of the business because of some unfortunate events related to some of the larger companies in the industry. These events raised questions regarding the methodology of company valuations, and that had a ripple effect for us, and began to delay our transaction."

In order to address those questions and make the banks comfortable with their program, discussions spilled over into 2020.

"And as we got into January and February, COVID-19 reared its head and created a lot of uncertainty for all of us," Moe said. "It ended up causing a delay in the transaction, and we pretty much stood still for several months until we were able to have a better sense of what was happening and whether we would be able to put our sales reps in the field."

AMP reps were able to go out into the field for the summer sales season, and Moe said the year remarkably turned out fairly normal besides its late start. After settling everyone's anxieties about COVID-19's potential impacts on the industry, the transaction was finally finished in the first week of June.

Moe said the success of the transaction was in large part due to their strong bank choice. Since they had put AMP's original financing together in 2017, the banks were already familiar with the company, its management and the business model.

"They've been in transactions in the industry before, and had a good sense of what the risks were, and their ability to take on those risks," Moe said. "We have good partners and they were all interested in finding a way to get this transaction completed. As we hit obstacles, all parties dug in to mitigate those risks. ... We believe the reason Seacoast and St. Cloud stayed at the table with us during all this turmoil was largely because they believed in the company's management and the way we're committed to executing the plan." — *By SDM Associate Editor Courtney Wolfe* //

those blocks together. That's where we see an awesome opportunity — combining our technologies with all the great services ADT is offering, from the installation and professional monitoring services to the consultation and support."

For the start of the partnership, ADT and Google will focus on DIY, residential and small-to-medium sized businesses. The companies will be creating a smart home platform which they aim to make all-encompassing.

"The home, in my mind, has historically been siphoned off from innovation," Chandra said. "It's a big opportunity to shift from this isolated platform to an integrated platform that will bring together all of the different technologies so they can talk and sync with each other."

To form this partnership, Google is making a $450 million investment in ADT in exchange for shares of a newly created Class B common stock having all the rights and preferences of ADT's common stock except for the right to vote on the election, appointment or removal of directors. With this investment, Google will own 6.6 percent of ADT's outstanding aggregate common equity. The investment is expected to close in Q3 2020. After the news of the partnership was announced, ADT stock climbed to an all-time high of $17.21 a share.

"We've spent over a year talking with ADT about bringing our assets together," Chandra said. "We felt this is a great way to start delivering a new end user experience for customers." — *By SDM Associate Editor Courtney Wolfe //*

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TRADESHOW **NEWS** //

TMA's 2020 Fall Events Pivot to Virtual

The board of directors of The Monitoring Association (TMA) decided to transition the 2020 Annual Meeting and Ops-Tech (formerly known as Fall Operations Management Seminar and Technology Summit) to a virtual format. TMA says the increase in the spread of COVID-19 raised great concern for the well-being of members and prospective attendees. The meetings will be presented as follows:

• 2020 Annual Meeting Education Sessions: Tuesday, Oct. 27 - Thursday, Oct., 29.

• 2020 Tech Education Sessions: Focus on Operations: Monday, Nov. 9 - Thursday, Nov. 12 (Includes a bonus one-day Video Security Monitoring track on Nov. 12); and Focus on Technology: Tuesday, Nov. 17 - Wednesday, Nov. 18.

"We anticipate a heightened comfort level with registering for each event and hope everyone can enjoy the savings and convenience from avoiding travel but still have access to programs and networking opportunities using the latest collaboration technologies that all of us have been forced to adopt in recent months," said TMA President Don Young.

Added John Brady, TMA education committee chair, "The educational portion of our fall events reflects the current, unprecedented business landscape for monitoring and installation companies of all sizes. From emerging insurance and legal issues to remote workforce management training issues amid the pandemic, the meeting will dedicate time to the latest technology offerings and explore new business opportunities that have arisen in recent months."

Find more information about the meetings at *www.tma.us*.

CES 2021 MOVES TO DIGITAL EXPERIENCE

The Consumer Technology Association (CTA) announced that CES 2021 — scheduled for Jan. 6-9, 2021 — will be an all-digital experience connecting exhibitors, customers, thought leaders and media from around the world. The format will allow participants to hear from technology innovators, see technologies and product launches and engage with global brands and startups from around the world.

"Amid the pandemic and growing global health concerns about the spread of COVID-19, it's just not possible to safely convene tens of thousands of people in Las Vegas in early January 2021 to meet and do business in person," said Gary Shapiro, president and CEO, CTA. "Technology helps us all work, learn and connect during the pandemic — and that innovation will also help us reimagine CES 2021 and bring together the tech community in a meaningful way."

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NEWS **BRIEFS** //

Napco Security Technologies announced the recent appointment of Stephen Spinelli as the new senior vice president of sales for all of its corporate divisions, and Troy Bonnano as Metro New York regional sales manager.

Spinelli comes to NAPCO with a career as a sales driver and leader in security and access companies Nortek Security & Controls and IEI, and considerable experience in distribution. Bonnano has years of security experience, most recently in channel sales/distribution.

Spinelli

Bonanno

■ ■ ■

DMP welcomed Edwin Rosario as the dealer development manager for the Florida terri-

tory. Prior to joining DMP, Rosario earned years of experience in the industry working with commercial and systems integrator accounts and providing technical training.

Rosario

■ ■ ■

Allied Universal appointed Robert Wheeler, vice president of aviation and maritime operations for Allied's National Government Services, as the maritime sector chief at InfraGard San Diego, an FBI-affiliated nonprofit with the mission to mitigate criminal and terrorist threats, risk and losses. Wheeler has worked in the security industry for more than 20 years, with both managerial and executive experience.

Wheeler

Mitch Klein Discusses 2020 State of the Ecosystem Report

The Z-Wave Alliance recently released its second annual Z-Wave State of the Ecosystem Report, which examines smart home and connected technology, and explores the smart home landscape as it exists today, current and future trends and new opportunities.

Z-Wave Executive Director Mitchell Klein spoke with *SDM* about the report.

SDM: What were some shocking findings in the report?

KLEIN: Even though we live and breathe this industry every day, one of the most shocking findings is just how much growth is still expected within the smart home and security industry. Currently, the top three Z-Wave Alliance member location demographics include North America, Europe and Asia.

Klein

SDM: What were the biggest trends in the smart home space in the past year?

KLEIN: For starters, the smart home opportunity has never been stronger. This spans a number of residential segments including water, comfort, access, sensors, lighting and security.

A couple of key device categories, including doorbells, water sensors, smoke and air quality sensors and new all-in-one devices, are all primed for a huge amount of growth in the coming short-term.

Our report indicates 37 percent of smart home device purchasers attributed that buying decision to providing greater security for their family.

SDM: What do you predict to be the biggest trends in the next year?

KLEIN: AI-powered, contextually aware systems and extension beyond the boundaries of the home are the two that come top of mind. We've already started to see the demand and use of AI capabilities continue to grow within the context of the smart home.

We see smart home technology growing ever more mainstream and it will become an expected part of the modern household. We predict households with smart locks, thermostats and connected lighting will become the "new normal" and as we've witnessed through this first round of the pandemic, consumers are seeking out ways to improve their home safety, security and convenience.
— *By SDM Associate Editor Courtney Wolfe //*

Jamie Vos Announced as New President of ESA

Jamie Vos, the new president of the Electronic Security Association (ESA), first entered the security business in 1994 at his father's company, Bellingham Lock and Safe. He later took the reins with his brother Toby; they changed the name of the company to Security Solutions and grew the business from less than 15 employees to more than 60 in about a decade.

Vos

Vos first became involved in ESA some 16 years ago, remembering what his father had told him about associations being the best way to learn and grow a business. He had served as president of WAESA, Washington's local ESA chapter, before joining the executive committee at the national level.

"As I look at ESA, we have a phenomenal mission and vision," Vos said. "If we can stay focused and execute on that, especially through these trying times, we're going to have a lot of fun together — not only fun, but we're going to do amazing things. We're going to drive membership, we're going to prove value, we're going to come alongside and guide the industry. We're going to continue to educate so that we have a better workforce out there. We're going to grow our workforce through FAST. And how do we do that? We do that by caring and equipping our team members." //

GENERAL INDEMNITY AGREEMENT

Caution Is Key With the Indemnity Bond

Lessing E. Gold,
Contributing Legal Columnist, of Mitchell, Silberberg & Knupp is counsel to the California Alarm Association.

A jury trial in Hawaii found that the defendants — a fire alarm company and its owners — breached a contract with their bonding company. This was after finding that the defendants failed to respond to the bonding company's request that they post collateral to cover the bonding company's potential exposure on third-party claims against the defendants.

In 2012, the defendants successfully bid on several contracts to install fire alarm systems at public schools for the state of Hawaii. As a condition of the contracts, the defendants obtained performance bonds from the bonding company. Under the terms of those bonds, if the defendants defaulted on the contracts, the state could require the bonding company to pay the cost of completing the work.

In return for providing the bonds, the bonding company required the defendants to sign a general indemnity agreement. That agreement allowed the bonding company to seek indemnification from the defendants if the state made a claim against the bonding company under the performance bonds. The bonding company also retained the right to require the defendants to post collateral while it investigated any claims made against the bonds.

After a dispute concerning payment arose between the state and the defendants, the defendants stopped working on three of its contracts with the state. The state then declared the defendants were in default and turned to the bonding company to complete the work. In accordance with the parties' agreement, the bonding company asked the defendants to post collateral to cover its potential losses. The defendants posted no collateral and the bonding company filed this action.

The jury found that the defendants had breached the general indemnity agreement by failing to indemnify the bonding company for the costs incurred in investigating the state's claims against the bonds and by failing to post collateral. The jury awarded the bonding company $20,260.93 in damages, the court having reserved for post-trial proceedings the issue of the amount of any collateral to be posted, which the parties agreed was an equitable remedy not subject to jury trial.

The court granted the plaintiff's motion for equitable relief of specific performance and ordered the defendants to collectively deposit with the plaintiff insurance company the sum of $698,515 in cash as collateral. //

> **Q** One of my central station operators has refused to return to work because he claims one of his family members has an underlying condition and could be susceptible to the COVID-19, and he is afraid. Can I fire him?
>
> To read the answer, *click here*.
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RELATIONSHIP MARKETING

What's the Deal With Digital Marketing?

David Morgan and **Alex Chavez** are co-founders of Security Dealer Marketing, a full-service marketing agency for the security industry, servicing dealers, integrators, manufacturers and other industry professionals. Visit Security Dealer Marketing at www.sdmktg.com.

"What's the deal with …" is so synonymous with the 90's observational comedy Seinfeld that you can probably hear Jerry Seinfeld's voice just reading it. The show often posed the question in relation to things in everyday life that, in some ways, don't make sense. So, what's the deal with digital marketing? It's the question many security dealers, integrators and manufacturers are now asking, because many things about it seem not to make sense.

At one point, most people thought they had digital marketing figured out. You get a website, maybe run some ads, set up a Facebook page, and you're done, right? It wasn't long, though, before most businesses were perplexed by the results. While digital marketing does include websites, social media, email, online advertising, SEO and mobile advertising, it is also a lot more. Digital marketing is a broad term classified as the collective efforts organizations make to connect with individuals in the online world and the processes included. It's world of impressions, views, conversations, clicks, follows, conversions and analytics.

What confounds most people in the security industry about digital marketing is how to measure its value. A prospect may consume or mention an email, social post or piece of content in passing, but that's not closing a sale . . . or is it?

Herein lies the heart of digital marketing (and the difference between it and traditional marketing). Digital marketing is relationship marketing and about something bigger than sales. It isn't just being where 97 percent of the world's population can be found. It is about being a part of the culture you are trying to reach. More than half of internet users report that digital marketing makes brands relevant to them, levels the playing field and impacts buying choices.

How should this shape your marketing goals and expectations? Drastically. In traditional marketing, one ad was huge, win or lose. Today, your prospects consume your digital marketing as a whole because they control consumption while you control targeted dissemination. They do not have to wait for the next ad to come their way. Digital marketing makes you a part of their lives in an ongoing, culture-shifting process that includes branding, visibility, education, access, community and data.

Digital marketing is the reality all of us in the security industry must embrace. It is not only the best way, it is the way to gain awareness, brand equity and traction. //

> 'Today, your prospects consume your digital marketing as a whole because they control consumption while you control targeted dissemination.'

SALES TIPS

6 Ways to Get Out of a Sales Slump

Brian Offenberger, CeM, CSMA, is the founder of NJL Sales Training, a salesperson performance accelerator. He's also an expert in internet marketing and social media. Visit his website at www.WeTrain-SalesStars.com.

Have your sales flatlined at your company? Are you unable to revive them? Do you feel like you couldn't sell an air conditioner in Arizona in July?

Slumps are a common problem for many salespeople. But don't worry — growth is possible.

To help get out of a sales rut, here are six ways to open yourself up to new possibilities.

1. Know that growth is possible – It's all about your sales mentality. If you don't think growth is possible, you won't grow. It will become a self-fulfilling prophecy. You must be open to the possibility that things can improve.

2. Survey your customers – One of the best ways to break out of a sales slump is to go to the source. Ask your customers what they need. You can ask them informally when you visit with them, or you can do something more formal such as a survey. The goal is to get ideas from your customer that could help improve sales.

> 'Ask yourself what you would advise if someone brought your situation to you?'

3. Set goals – Setting goals puts you back in the driver's seat and solves a feeling of helplessness. The energy required and thought process will get you moving. Put your goals in writing and develop a list of steps to reach your sales objectives. It's important to understand, though, that setting goals is only the beginning of the process.

4. Think big – It's time to move beyond self-limiting constraints. Big goals and dreams cause people to act — they are the fuel that motivates actions. Big goals set the course for your business. There will be times when the goal may feel impossible; the important thing is to have the tenacity to power through the bumps in the road.

5. Remove yourself – Sometimes it helps to look at your situation from a different perspective. Ask yourself what you would advise if someone brought your situation to you? What would you tell them? Viewing situations from multiple perspectives helps to break the bad habit of doing the same old thing repeatedly even if it doesn't work.

6. Talk it out – Many of us network with other business professionals. Share your issues with others and ask what they would do. Having a good support network can help infuse your business with new ideas that can help you get out of that sales rut.

And, most importantly, get off your butt and get to work. Feeling sorry for yourself won't help anything. Activity will work. //

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smart**HOME** // **INNOVATION**

Silver Linings in the COVID-19 Cloud

President of Bedrock Learning, a training solutions company in Holland, Mich., **Helen M. Heneveld** has wide-ranging experience in smart home technologies, business strategies and training — from startups to Fortune 500 firms. Visit www.bedrocklearning.com.

The coronavirus is impacting business operations and sales in the security industry. It is also dramatically influencing consumer behavior and spending. Parks Associates just released insights based on this summer's consumer surveys, and found that while spending cuts due to COVID-19 affect most product categories, consumers continue spending on technology for productivity and entertainment. This trend highlights opportunities for security dealers to expand their offerings.

The pandemic cloud hanging over us does have a small silver lining for those willing to pivot and offer new product lines and services now in demand. Parks Associates states, "Consumers report strong intentions to continue buying computer and home networking devices, home video and entertainment devices and services, and smart home devices and services over the next 12 months." By understanding the changes and investing in training, marketing and sales, a company can leverage their client base and installation team even while other business may be slowing down.

There are numerous ways to explore new avenues of business — just be aware it requires lots of time to research, evaluate and strategize on where one thinks the best opportunities reside. It is possible, though, to commit extensive time to internal review and launch. You could also find training to educate and guide you, or purchase a franchise where the roadmap is given to you. Another possibility that makes sense for established installation businesses is investing in an established and detailed business system focused on delivering the connected lifestyle and smart home. Look for a proven business model that includes all aspects of the industry, from technical knowledge and product recommendations, to verified marketing and sales techniques and support. By choosing the best path to diversify, a reputable company can leapfrog ahead.

Per Parks Associates, "2020 has also been an unprecedented time to be in the telecommunications and entertainment space as consumers have never before relied so much on technology to keep themselves connected and informed." Security dealers are already trusted resources and can deliver what people are asking for in today's challenged world. Check out *SDM*'s Feb. 2019 Smart Insights article, *Seize the Opportunity*, to learn more about the advantages security dealers have and how to leverage them. //

> 'The pandemic cloud hanging over us does have a small silver lining for those willing to pivot and offer new product lines and services now in demand.'

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AXIS COMMUNICATIONS

Responding to the
UNEXPECTED

As the technology for responding to critical incidents grows and evolves, so do the threats. Security integrators can help their customers be better prepared.

BY COURTNEY WOLFE, *SDM* Associate Editor

To say that security professionals' plates are full at the moment would be an understatement. Since the start of the coronavirus pandemic, the industry has stepped up to play a vital role in keeping people safe, secure and even healthy through uncertain and scary times. And while COVID-19 is an incident that

needs responding to itself, its presence doesn't mean other threats have gone away.

"People are under a great deal of stress and uncertainty about their jobs and financial futures, and at the same time, gun sales are up 145 percent as of June," says Christian Connors, CEO of Shooter Detection Systems, a gunshot detection company based out of Rowley, Mass. "Active shooter preparedness is as important as ever."

Advantech uses extensive incident response technologies in its own office, providing a helpful example for customers, says General Manager Dave Sweeney, pictured above.

June saw the highest number of monthly gun background checks and the highest number of mass shootings in history.

"If we want to provide a greater value to our clients, we have to save lives," says Jerry Wilkins, co-owner and vice president of Active Risk Survival, Salisbury, Md., which aims to train security professionals in proper emergency management.

And incident response — even if the incident is an active shooter — isn't all about gunshot detection.

"Integration provides a powerful tool for combating active shooter situations," says James Hoang, partnering and integrations manager at Speco Technologies, Amityville, N.Y. Speco has partnered with Shooter Detection Systems and Shot Tracer to integrate gunshot detection solutions into its SecureGuard VMS. "A gunshot detector alone is limited in details of the shooter such as gender, clothing, colors, number of perpetrators and where they're headed. With the right video in the right area, all these questions can be answered and used to quickly control the situation."

Many companies that entered the incident response space hoping to help reduce the number of active shooter victims soon realized the number of possible incidents that demand a response is far reaching.

"We entered the incident response business to assist those who face the horrific threat of an active shooter, but we take pride in the fact that our systems are designed to deal with all sorts of critical events, including natural disasters," says Andre Datyelian, marketing manager, Maxxess, Yorba Linda, Calif.

Dave Sweeney, general manager of Advantech, Dover, Del. (featured on this month's cover) says that while planning for the unthinkable with clients can be challenging, it is necessary.

"Our society has far too long ignored [incident response], which is why our outcomes haven't gotten much better," Sweeney says. "I think the tide is turning, and we help our customers in all different vertical markets, not just K-12. Any vertical market,

> **"These emergency response plans are living, breathing documents and practices — not fixed, set-it-and-forget-it things."**
> — Dave Sweeney, Advantech

any business occupancy in today's day and age, needs to have an emergency response plan. And even the ones that do should probably be amending their plan for things like a pandemic. These emergency response plans are living, breathing documents and practices — not fixed, set-it-and-forget-it things."

It All Started With a Forest Fire

According to Chris Fowler, director of global risk services at ADT Commercial, Boca Raton, Fla., incident response as an organized, structured process came from fighting forest fires.

"Over time the Federal Emergency Management Agency (FEMA), with extensive input from experts, developed the National Incident Management System (NIMS) and from that developed the Incident Command System (ICS)," Fowler says. "These gave a structured, methodological approach to crisis management."

Incident response as we know it today really grew with the prevalence of school shootings.

"The founding members of Shooter Detection Systems have been involved in gunshot detection as a military capability since the early 2000s with Raytheon/BBN Technolo-

gies," Connors says. "After Sandy Hook and seeing too many innocent lives taken by active shooters, I felt strongly that we had a responsibility to commercialize our product for schools and workplaces in an indoor system."

In 2013, they did just that, buying the intellectual property from Raytheon and developing their military product into the Guardian Indoor Active Shooter Detection System.

Athena Security, Austin, Texas, was formed in 2018 in response to the Parkland school shooting.

"The very first purpose of this company was to counter the active shooter epidemic happening in our schools and across the country in recent decades," says Co-Founder and CEO Lisa Falzone. "In 2018, after the Parkland shooting, I met with Chris Ciabarra, Athena's co-founder, and said, 'What can we do to stop this?' From that conversation, Athena was born."

But as more companies enter the incident response space to serve as a hero, the threats keep growing and becoming more dangerous.

James Marcella, director of industry associations at Axis Communications, Chelmsford, Mass., stresses the importance of keeping up with new and emerging threats.

"Like many endeavors, incident response has evolved over time," Marcella says. "Resources, events and technologies have served to enhance everything from emergency dispatch and 911 emergency response, to emergency operation centers (EOCs) and real-time crime centers (RTCCs)."

A Work in Progress

One of the biggest shifts happening in incident response technologies now is from reactive to proactive response.

"Up until recent history, what elementary schools did was a monthly fire drill and

Speco has partnered with Shooter Detection Systems and Shot Tracer and integrated their gunshot detection solutions with its Secure-Guard VMS.

quarterly air raid drill — but when was the last time a school burned down or was raided?" Sweeney asks. "In reality, up until the last five or 10 years, we were still practicing from a response perspective — not nearly the appropriate practice for the threats that exist in today's society."

Rafael Nader, regional business development manager, South Florida and Tampa, Security 101, Miami, says his customers' needs have shifted in recent years.

"Now more than ever it is critical to provide a security system that will work operationally for our clients, going from a proactive operational approach as opposed to a reactive one," Nader says. "This is the new norm in our industry, especially in our schools, hospitals and government agencies."

Interface Security Systems, Earth City, Mo., is actively working on that shift for their clients', as well as first responders' sakes.

"Law enforcement all over the country is so overstretched," says Sean Foley, Interface's senior vice president of national accounts. "Where we bring a lot of value is taking care of that incident or emergency before the police get involved."

STANLEY Security, Fishers, Ind., is planning on launching a gunshot detection solution in late 2020 with concussive wave sensors that will trigger an alarm monitored

Responding to COVID-19

While everyone may approach incident response in a slightly different way, the experts *SDM* interviewed for this story could agree on one thing: COVID-19 and pandemics like it are critical incidents that should be planned for.

One school district Jerry Wilkins of Active Risk Survival works with told him that responding to the coronavirus was like trying to build an airplane in-flight.

"What they acknowledged is that they had no plan to deal with this type of incident, and that's unacceptable," Wilkins says.

"COVID-19 introduced new types of incidents that no one was ready to answer — there was no playbook," says Gabriel Labrecque of Genetec. "In collaboration with customers, we worked on incident response and procedures to help in a back-to-work scenario."

One customer asked the Genetec team for a solution that could screen visitors for symptoms via a questionnaire before they entered the building.

"This falls right into incident response, the incident being the potential risk of a symptomatic person getting into a safe area," Labrecque says. "Based on the results and using automation, we would send an email to supervisors letting them know what the outcome of the screening was, so they knew whether an employee would be late to work. Then it would display live on the dashboard how many people were cleared to come in or sent back home."

Before this process was put in place, the end user was using simple spreadsheets, filled out by hand, to keep track of visitors' symptoms.

"So many sensors could alert you of something going on, but what you do to respond to this data is where the incident response comes into play," Labrecque continues. "Another example is looking at how many people went into the conference room. After a certain number of people, a dispatch should be sent to maintenance to schedule a cleanup."

Many security companies have been incorporating thermal detection into their incident response plans to combat the coronavirus.

"COVID-19 is a real security concern because it is an invisible threat and the injuries and death it causes are not real-time," says Speco's James Hoang. "The virus cannot be detected by conventional video — the video must be paired with a thermal sensor that can detect fevers in those infected and capable of spreading it to others."

One problem with thermal detection is that it is mostly manual at the moment.

"If someone is positive [for COVID-19], what does that process look like?" asks Niru Satgunananthan, business development manager, enterprise solutions and services, Johnson Controls, Milwaukee, Wis. "Everything today is manual, but if you have a large facility where you have to gather this data to provide value for the investment, companies don't have that today, which is where a proper incident management solution comes in handy."

Athena Security only provided gunshot detection solutions a year ago, but since the pandemic hit, the company has pivoted.

"We've actually refocused our direction from that of just a gun detection company to a fever screening company in order to help fight the COVID-19 pandemic in the best way we know how: stopping infected folks from infecting larger groups of people," says Co-Founder and CEO Lisa Falzone. "COVID-19 has also made incident response a contact-free process. You must take into consideration the fact that you can transmit COVID-19 as you come in close contact with those involved in a potential incident."

Even if they didn't have a prepared response to a pandemic, organizations can look at the past year as a learning experience and start preparing now for a possible resurgence of the virus.

"COVID-19 has helped reinforce the importance of emergency response plans being dynamic and evolving and constantly evaluated," says Advantech's Dave Sweeney. "This was a pandemic that very few people had plans for, and that might not be the end of the world, as long as they learn from it and develop a plan for it the next time. We can all learn from our experiences."

by a central station. Brad McMullen, general manager of security products and solutions at STANLEY (which includes 3xLOGIC, Sonitrol and PACOM), says that ensuring the solution can expand, scale and innovate over time is key.

Datyelian says the Maxxess team makes the same considerations. "When implementing a new system like this, it is critical to make sure it fits the company's culture, policies and procedures...It's also important to make sure the system is built in a way where it can adjust to issues that we may not face now, but will in the future."

Genetec, Montreal, had flexibility top-of-mind when designing its Mission Control product.

"We offer flexibility for the customer to create their own response," says Product Line Manager Gabriel Labrecque. "Mission Control allows the customer to identify or qualify what would be an incident. Based on that, they can have the crude system react automatically as well as provide guidance or response for the operator, but the response itself is customized by the end user or consultant."

Technology Advancements

No matter how many bells and whistles an incident response plan may have, if the network cannot support the systems, the plan will fail.

"Perhaps today's most important determinant of an effective security system is the network behind it," Hoang says. "The facility must have reliable network infrastructure with adequate bandwidth to support the CCTV equipment that will run on it. Security

System convergence allows the sharing of real-time information to parties both onsite and off, improving communication between the end user and responders.

integrators should always keep that in mind in critical times — a security system is only as good as the network that supports it."

Sean Foley of Interface says that speed of response is the name of the game, and without a fast network, the response cannot be fast.

"The absolute most important thing when you're helping an employee in trouble is they hear you and they know you're there and helping," Foley says. "Speed of response is what it's all about, and that requires fast Voice-Over-IP technology and a rock-solid broadband connection."

Improved interoperability paired together with improved bandwidth is when speed of response can really take off, and both victims of incidents and first responders will benefit.

"Emergency responders hold the highest risk as it relates to safety," Sweeney says. "So, the faster we can get the info to them, the better. And as the technology becomes more interoperable and accessible, and bandwidth continues to grow, that will become a reality."

Bandwidth and interoperability, along with analytics, AI and camera updates, have already improved so much in recent years, integrators and manufacturers alike are excited about what the future could hold.

"In recent years, network cameras, security devices and analytics, and their integration with these systems, provides a better level of preparedness and use of resources, and a more effective response commensurate with threat," Marcella says. "What's more — the use of scalable, open platforms allows authorities to more easily share information across the system — adding efficien-

cy and life-saving time.”

Sherman Brawner, vice president and general manager of Allied Universal Technical Services, Santa Ana, Calif., says some are actually going beyond system integration now.

“We have evolved from the more typical systems integration to system convergence. This evolution allows sharing of real-time information to multiple parties both onsite and remote with coordinated and controlled response and tracking from detection and notification, through resolution and reporting.

“Improved communication, shared information and enhanced support provide more reliable and consistent outcomes with automated, as well as secure and accurate, tracking and reporting.”

Automation has also changed the way incident response operates in recent years.

“The beauty with today’s incident response, as opposed to it just being guided, is we can automate tasks based on the guidance of the operator,” says Labrecque of Genetec. “We can automatically dispatch to the group that requires help. So automation is playing a big role in today’s response.”

Datyelian says that in the past, incident response was seen as a solution for monitoring stations or first responders, and while mass notification was possible, it was almost always a manual process.

“Our goal has been to make use of improved technologies to provide the people in a critical event the ability to be the first responders themselves, and deal with an emerging issue before it becomes too large and costly,” Datyelian says. “Today, with our InSite critical management solution, an organization can use our rules engine to have many of these actions automated, improving response speed and expanding their reach to their people. … In this way, our automation saves critical sec-

With its virtual security guards, Interface brings value to clients by taking care of incidents before law enforcement has to become involved.

onds when those seconds count the most.”

For example, if an end user presses the InSite panic button from their mobile device, it can automatically initiate a lockdown, PA announcements, strobe activation, first responder notifications, location technology and more.

With all of this progress also comes greater awareness of the importance of having a strong incident response plan.

“Over the last several years, the private sector has certainly realized how critical an organized and efficient response is to dealing with a crisis,” says ADT’s Fowler. “The continued instances of workplace violence, the proliferation of active shooting incidents and an increasing need to manage environmental crises highlights the need for businesses to have a structured incident response framework.”

Still, there is a ways to go before every building has a structured way to keep its occupants safe.

“I see a hopefully near future in which there are minimum standards, regulations and certifications that must be met in order to market a product as a gunshot detection device or system,” Connors says. “We are already seeing gunshot detection becoming a part of a building spec at the design phase, which is excellent progress, but the next step is to ensure these systems are held to the highest possible standards

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and become mandated like smoke and fire alarms, which would benefit all first responders."

Best Practices

If you want to start offering incident response for your customers, the most important first step is to thoroughly educate yourself, says J. Matthew Ladd, president of the Protection Bureau, Exton, Pa.

"There are a lot of classes that need to be taken to make sure you're knowledgeable, because you could actually cause harm if you do it incorrectly," he says. "We've taken Jerry Wilkins' class on incident reporting, and even had Jerry come in to talk to some of our clients about what needs to get done. FEMA also has a lot of online classes. This should not be looked at as a new product line — this is different."

Advantech employees have also taken Jerry Wilkins' classes on incident response, as well as other training courses. And since moving into a new office 19 months ago,

> ❝ **Now we are in a world of pop-up alerts and integrations with multiple systems all speaking to one another, allowing security teams the capability of responding to incidents as they occur in real-time.❞**
>
> — Rafael Nader, South Florida and Tampa, Security 101

they have a comprehensive emergency response plan for their own employees.

"First and foremost, we have to drink our own Kool-Aid, and practice what we preach," Sweeney says. "That has been phenomenally impactful not only on morale and safety and the buy-in of our team, but it's also been pretty helpful to our staff who talk through these scenarios with our customers, because they have real-world expe-

rience implementing the process in their own work environment."

Often, Advantech will even invite customers to their headquarters to check out the equipment themselves.

"We consider ourselves the subject matter experts for electronic security for our customers," Sweeney continues. "..Let us do the work so you don't have to worry about it."

Once customers choose what incident response plan they would like to put in place, it's important to make sure they then do drills actually using the technology.

"All our customers have a tremendous amount of technology that can be extremely valuable in terms of response, but if they don't plan on drilling it, they won't use it when the time comes," Sweeney says. "In an emergency event, you will fall to your lowest level of training. If you're not implementing and training with technology as a part of the plan, it's not going to be used."

Wilkins says integrators should actually make it a point to attend their customers' drills.

"I would like to see systems integrators actively involved with the emergency planning process," Wilkins says. "They should be invited to the drills, so as the event is discussed, you can contextualize how you would utilize the technology."

While educating your customers, it's also important to listen to them, and truly consider what their individual needs are.

"Each system and each client are unique," says Shaun Pace, general manager, Sonitrol of Western Kentucky, Louisville. "It is important that we spend time figuring out the clients' needs, and the best solution to meet those needs. We spend a lot of time educating our clients on how we do things dif-

ferently, which is why our customers average over 12 years with us."

Even as a manufacturer, Shooter Detection Systems takes an active role in the planning process.

"We sell through a network of trained and certified Guardian integrators, and we work together with the customer to review floor plans and design a system that works best for their facility infrastructure, existing security systems and response procedures," Connors says. "From there, installation is very straightforward."

Marcella adds, "Incident response is all about the right planning, teams and tools. Therefore knowledge, relationships and innovation are essential. Accordingly, those seeking to get involved with incident response — or any area of security — should seek to build strategic partnerships with sister agencies, proven solution providers, trusted vendors and other experts who offer value through transparency, seamlessness and innovative ideas."

While there are no solid regulations in place at the moment, a future where incident response plans are required by businesses doesn't seem too far off. Even now, organizations can find themselves in legal trouble if a mass shooting or other incident proves fatal and they did not have strong response systems in place.

After the Parkland school shooting, for example, the victims' families filed a lawsuit against the school alleging the school failed to perform the duty owed to its students: to provide adequate response to a shooting.

Several companies have even added language to their security filings warning investors about the possible financial

Lisa Falzone (pictured here with her daughter Ella) founded Athena with Chris Ciaberra in response to the Parkland School Shooting in 2018.

impact of gun violence.

"Organizations of all sizes are increasingly responsible and liable for the safety, security, health and well-being of their employees, members and guests," Datyelian says. "It is important when working in incident response to keep this as your focus. There was a time when people saw critical events as very unlikely to affect their organizations. Today, as a country, we have all faced issues from the COVID-19 incident. It is important to be proactive and not reactive about these issues. It is fantastic to have an emergency plan written out, but it is also necessary to have the tools to effectively implement that plan. Drill often and test your response to find ways to improve it."

And the consequences for businesses that go without incident response aren't only legal.

"The convergence around business continuity and incident response has been great to see, as the value of how an entity responds to major incidents has a massive impact in many ways, from employee and customer perspectives, to what gets posted on social media," Connors says.

Labrecque also stresses the importance of the integrator's role as a provider of incident response.

"Think outside the box," he suggests. "Plan for the unplannable, challenge the customer process and test it, as sometimes people have a conceived idea of what would be the best thing to do, but may not see all the other options that can be offered. And take this seriously — some incident responses and processes may save lives. This is how important it is." **SDM**

STATE OF THE MARKET:
Fire Alarms

The fire alarm industry experienced another good year, full of further adoption of technological and code changes, along with self-created opportunities to increase revenue.

BY MAGGIE SHEIN, *SDM* Managing Editor

The typically steady fire and life safety industry saw growth in 2019, with overall global revenues surpassing $7.5 billion, according to David Gonzalez, research analyst, physical security and critical communications, Omdia, London.

Indeed, an overwhelming majority (89 percent) of respondents to *SDM*'s 2020 Industry Forecast Study found that the fire alarm and emergency communications market was excellent/very good or good in 2019. Many manufacturers and integrators noted either increased overall growth or flat revenue compared with 2018.

Mark Hillenburg, vice president of marketing at DMP, Springfield, Mo., says 2019

Current State of the Market

SDM asked, "How would you rate the current state of the market for fire alarm/emergency communications?"

13% Fair/poor
2018
39% Good
48% Excellent/very good

11% Fair/poor
2019
40% Good
49% Excellent/very good

The large majority of respondents felt that the state of the fire alarm market was positive in both 2018 and 2019. // SOURCE: *SDM* 2019 AND 2020 INDUSTRY FORECAST STUDIES

growth in the fire space was "better" overall for their company when compared with

2018. He points to continued adoption of cellular and network or dual communication fire communicators as factors for growth, along with the opportunity for upgrades.

Last year, Mountain Alarm, Ogden, Utah saw its best year ever for fire sales in 2019, according to CEO and President Eric Garner. The company does approximately 60 percent of its revenue from fire systems — including installation, monitoring and inspections. Garner says that thus far in 2020, even with an impact from the coronavirus pandemic, the company's sales are very close to even with where they were at the same time last year.

Mircom Group, Toronto, a manufacturer of life safety hardware and software, saw double digit growth in 2019. Carl Pelaez, senior national business development manager, attributes that growth to a strong economy and an increase in business, hospitality and mixed-use residential space construction and renovations. "It was a great year," he says. "We saw a lot of growth in live-work-play projects with residential high-rises, and restaurants and businesses requiring complex building requirements for those spaces — particularly shared spaces [among commercial and residential such as stairwells].

In the fire and life safety space, Bosch Security and Safety Systems also performed well in 2019, according to Christo-

Some fire alarm companies saw new opportunities with integration of fire systems and building automation, mass notification and more in 2019.

pher Miers, regional marketing manager for the Fairport, N.Y. company. "I think the market performed as expected, which is generally an increase over the previous year," he says. "Especially in 2019, we focused on attracting new relationships and investing in new opportunities." For example, according to Miers, the company recently re-engaged in selling its products through distribution with ADI in the U.S., an avenue Bosch explored several years ago and decided to focus on again.

For installers and inspection companies in fire and life safety, many are focusing on new avenues for recurring revenue.

In the Seattle area, Shannon Woodman, president and CEO at Washington Alarm, saw a lot of growth in new construction over the past two years. To continue to capitalize on the growth there, Woodman says that the company is looking at expanding testing capabilities to further services such as smoke detector sensitivity testing.

In 2019, Custom Alarm of Rochester, Minn. — which sees roughly 50 percent of its sales from fire installation, modifications and inspections — saw an uptick in new partnerships with electricians and other technicians in the field. "We were successful creating some new opportunities by working with electricians on big projects to help provide the design and equipment installation of

//

Fire Monitoring During a Pandemic

When COVID-19 first laid shelter-in-place orders throughout the U.S., many monitoring centers struggled to adjust their 24/7 monitoring services to allow employees to social distance, work from home and more, while maintaining secure connections and without missing events and responses. North America has never quite dealt with a situation similar to this with widespread shelter-in-place orders affecting most of the continent, and current monitoring rules did not address a situation like this previously.

"We worked with the alarm industry to develop reasonable guidelines and alternative operating methods for scenarios such as the current pandemic," says Steven A. Schmit, alarm services, senior staff engineer, UL. "As the revision process was accelerated to UL 827, the Standard for Central Station Services, CAN/ULC-S301, the Standard for Signal Receiving Centers Configurations and Operations and CAN/ULC-S561, the Standard for Installation and Services for Fire Signal Receiving Centers and Systems, many industry members were left with questions on how to proceed while maintaining compliance in our new normal."

Together, with industry experts across the U.S., The Monitoring Association (TMA) and UL have been hard at work adjusting current Virtual Workplace Guidelines to allow monitoring centers to have employees work remotely when necessary, tackling ways to back up signals, and ensure efficiency and uninterrupted operations during times of crises such as the coronavirus pandemic.

"The industry has done a tremendous job working together and allowing for remote options for monitoring," says Shannon Woodman of Washington Alarm. "Together, UL and TMA got committees together to revise rules and allow for these circumstances, and it has been huge to have these guidelines and a collaboration like this."

While the new guidelines were initially meant to tackle intrusion alarm response, to address the fire alarm monitoring component committee members are working on getting the guidelines into NFPA standards as a temporary interim amendment (or TIA) that will address the issue during the interim until NFPA 72 can tackle the issue in its next couple of standards cycles.

"This is a shortcut that will work in the interim for the 2019 and 2016 editions of NFPA 72 until we can address it," notes Richard Roux, NFPA 72 staff liaison, Quincy, Mass.

Though the adoption process was in the midst of being finalized at press time, Shane Clary of Bay Alarm Co. says that many central stations across the country have already implemented and are following the guidelines as they continue monitoring while allowing some employees to work remotely.

"This is already happening right now across central stations, but this allows us to have those guidelines of record," Clary says. "Initially, we all thought the guidelines for shelter in place would only last a few weeks and life would go on, but because it has taken longer and isn't going away yet, these provisions need to be made."

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field devices," says Brandon Clig, sales manager at Custom Alarm.

The company is also demoing a product they hope to offer in Q4 that will offer life safety system software connected to the cloud for remote connectivity, troubleshooting and system modifications.

"The idea is that it will lessen the amount of people in the field in a particular inspection, which helps us with reduction of labor and recurring revenue from the end user," adds Melissa Brinkman, CEO of Custom Alarm.

Standards, Adoption & Opportunities

Cloud features or cloud-based programming is something that

Judy Jones-Shand, vice president, marketing, at Napco Security Technologies Inc., Amityville, N.Y. has seen demand for from dealers and installers in the fire market for easier installations and labor savings.

In addition, the continued retirement of POTS or copper telephone landlines still remains an opportunity for installers to upgrade older fire systems, and for new projects to include cellular or other system technologies, Jones-Shand says. "[POTs] are no longer required by the government to maintain them; we see a large shift of the millions of fire alarms in the market transitioning to cellular communications." She adds that another opportunity is the upgrade and replacement of current cellular alarm reporting systems to meet the deadline for 3G and CDMA cellular sunset cutoffs over the next year and a half or so.

"The approval of cellular has really been a big game changer for the industry," says Robert Vezina, president, Life Safety Engineered Systems Inc., Buffalo, N.Y., a fire alarm integrator focused on national accounts with multiple locations. He says one of the benefits to the installer is just how simple cell dialers are to install.

The acceptance of sole pathways of communication with cellular technology by more AHJs gives fire alarm companies the ability to drop the landlines and increase their recurring revenue.

"Cellular technology has enabled the dealer to have full control over the installation, eliminate the cost of the telco and increase that recurring revenue for themselves," says Daniel Rosales, senior director, technical services, Telguard, Atlanta. "As the trend continues to be increasing recurring rev-

Revenue Change Expectations

SDM asked in 2019, "Compared to this year, how do you expect your company's revenue in each of the following categories to change next year?"

Fire Alarm/Emergency Communications

Legend: ■ 2019 ■ 2020

Category	2019	2020
Increase	39%	48%
Stay the same	52%	45%
Decrease	9%	7%

The percent of respondents that predicted fire alarm/emergency communications revenue would grow in 2020 was 9 percentage points higher than predictions for the previous year. It should be noted that the study took place before global COVID-19 shutdowns. However, some industry experts that *SDM* spoke with for this article, still expect to see an increase or at least flat revenues for 2020. // SOURCE: *SDM* 2019 AND 2020 INDUSTRY FORECAST STUDIES

enue for the industry, there is certainly an opportunity there."

Life Safety Engineered Systems, which does about 80 percent of its business in fire, has noticed a trend, particularly from multi-location customers to invest in recurring revenue maintenance and health checks of their fire systems to ensure code

NFPA Reacts to COVID-19

Among the many seminars, tradeshows and industry events that got canceled due to the COVID-19 pandemic, the 2020 NFPA Conference due to be held in Orland, Fla. in June was one of them. But the National Fire Protection Association (NFPA) didn't want to let a year of tech sessions and member voting go by for its 2021 editions of standards. Most notably for fire alarm dealers and installers, NFPA 1 standard development and voting was scheduled for the 2020 conference.

"It was important to us to have a dynamic way for participants to debate and participate remotely, while keeping our standards on track and on schedule," Dawn Michele Bellis, director of standards administration at NFPA, Quincy, Mass., tells *SDM*.

So a cross-functional team across every corner of the organization got together to create an electronic forum that would allow NFPA members and participants to debate revisions and vote. Initially, Bellis says, NFPA was looking at all different options, including a virtual conference held on a video conferencing platform, but the organization couldn't find an option that would allow for a live virtual video event for the number of people typically included in the live debates.

"So we decided to figure out a way to look at the essence of what we do and determine how to turn it into an electronic format that would open up the debate, allow people to follow the debate, submit their own motions, and ultimately vote," Bellis says.

NFPA turned a portion of their website — *www.nfpa.org/2020techsession* —into a live elec-

NFPA took its 2020 technical sessions online.

tronic forum that allowed anyone in the world to access the debates going on for that year and submit motions. Users were able to see a daily report for the two weeks that the open online debate was posted and Bellis says NFPA set up the site so that viewers could easily see comments for a motion and comments against a motion. The organization left the debate open for two weeks to maximize participation. After the two weeks, the online forum made voting online open for one week.

"To ensure accuracy and make sure only eligible voters counted, we cross-checked credentials against our database," Bellis explains. And in the end, though registered votes were fewer in number than a typical in-person tech session, the organization had more than 200 voters register and participate, and it gave the NFPA a forum to perfect and evolve over time if ever needed again. "It wasn't quite the same numbers, but we were very excited and encouraged by the participation and the amount of people that let their voices be heard," she says.

compliance — a space that has been a great opportunity for the company, according to Vezina. "More companies really love the concept and it has started to take off for us," he says. "We have an all-inclusive plan where we do testing, guarantee compliance and even pay any fines from the AHJ or fire marshal, along with repairing anything that needs fixing, all for a monthly fee." Vezina adds that interest in such plans has also seen an increase for the first half of 2020, as companies or spaces that have been closed begin to reopen and want to guarantee compliance without adding to their workload.

Another area of growth in 2019 was the replacement of carbon monoxide detectors, and those in the industry expect to see that demand continue through 2020 and into the next couple of years. "Carbon monoxide detectors became commonplace between six to eight years ago in the U.S. and the carbon monoxide sensing element in these has a typical lifespan of less than 10 years ... so a lot of these installations are coming up for renewal and that's definitely an opportunity and it's definitely new for the industry," says Jason Falbo, chief technology officer at Mircom Group.

"Smoke detectors that are tied into a control unit can be left in forever as long as their functionality and sensitivity tests are met, but smoke alarms, combination detectors and carbon monoxide detectors all have an end-of-life requirement and we are just now starting to get those phone calls from people and hitting that first batch of the end of life of the products," explains Rodger Reiswig, fellow and vice president, industry relations, global fire detection products, Johnson Controls, Milwaukee, and the current chair of ESA's codes committee for life safety systems.

CO detection may be low-hanging fruit for fire alarm installers, but Tom Parrish, vice president AFAA, chair of codes and standards and vice president of Telgian Holdings Inc., Phoenix, says he sees another big opportunity for installing companies in carbon dioxide (CO2) detection/monitoring.

"This is something relatively new that's going to affect more and more projects as AHJs adopt the new changes to the building and fire code for commercial struc-

Fire Equipment Spending for 2020

SDM asked, "How you expect your level of spending in 2020 to change compared to 2019?

Fifty eight percent of respondents expect to see an increase in spending on fire alarm equipment compared with 2019. // SOURCE: *SDM* 2020 INDUSTRY FORECAST STUDY

tures with large supplies of CO2," Parrish says. CO2 detectors monitor locations with large volumes of carbon dioxide for leaks, a requirement developed after a death in a commercial space occurred from leaking CO2, he explains. Examples would be a fast food restaurant or other location with a high number of carbonated drink machines. "There are also requirements for ventilation in these spaces as well as the monitoring," Parrish says, adding that just like CO detectors, end-of-life issues with carbon dioxide systems present an additional opportunity for fire alarm companies to gain recurring revenue from annual testing and calibration, along with repeat business at the end of the life cycle.

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Proposed Changes to NFPA 72 – 2022 Edition

With the latest edition of NFPA 72 released in 2019, the next cycle for the standard will be published as the 2022 edition. Roy Pollock, committee member on both NFPA 70 and 72, as well as *SDM*'s 5-Minute Tech Quiz columnist and current director of licensing and training compliance at Comcast, Philadelphia, says that typically committees would be a few months farther along for the 2022 version proposals if in-person meetings hadn't been canceled this summer, so a lot of potential changes are unclear right now. "We've had to break up what would normally be a whole week of meetings, spread out into shorter, virtual meetings, so requests for changes and discussions are still happening right now," Pollock said at the time of publication.

Two of the biggest changes NFPA72 — which is the standard that covers the installation, inspection, testing and maintenance criteria for required systems — may include in the 2022 edition will focus on survivability and cybersecurity, according to Richard Roux, NFPA 72 staff liaison.

"As more and more things get connected to these networked platforms, there is potential to be compromised or targeted," Roux says. "If I have a fire alarm signal being sent through the internet to a central station, how do I protect that? In addition, remote programming or maintenance remotely on a mobile device or laptop also open up points of compromise, so there are a lot of things here that the committee has to talk and think about." Right now, cyber security provisions will be tentatively addressed in a new chapter of NFPA 72, called Chapter 11. But, as Roux notes, what that will include is still in the draft stages. "Chapter 11 right now is very cumbersome and still vague, and there are a lot of manufacturers and others that are not happy with it, so there is still a lot to be addressed," he adds.

Survivability is meant to address the wiring of a fire alarm system, to ensure that it lasts/allows the system to keep working for a certain period after a fire has started. "Survivability is looking at protecting the wiring of the system if a fire develops," Roux explains.

Shane Clary at Bay Alarm emphasizes that any changes to the standards, including survivability and cybersecurity, will be debated and voted on during next year's annual NFPA conference scheduled for the summer of 2021 in Las Vegas. After votes have been cast, the edition is scheduled to be finalized by the committee before the end of 2021 in time for 2022 publication, Roux adds.

BDAs, Area of Refuge & Systems Integration

In many areas of the country, 2019 was a year in which BDAs (bidirectional amplifiers) gained traction and wider adoption for new and retrofit projects; many expect the demand to continue. BDA systems extend the existing signals of first responder and fire department radios to ensure they work inside and outside of a building.

"There is a movement with AHJs and the fire service to help ensure the functioning of land mobile radios within buildings during emergency situations," says Bruce Johnson, regulatory services, regional manager, UL, Northbrook, Ill.

Installing BDAs has been a source of growth for DynaFire, Casselberry, Fla., according to Steven Hatch, CEO. "We take the tower network that the fire department uses for its radios and we enhance and strengthen that signal inside of a building. It's becoming more commonplace as jurisdictions adopt it," he says. BDAs not only present an opportunity for installations, but also for recurring contracts on inspection and maintenance.

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"We have definitely seen more requests for contractors to provide bidirectional amplifiers," says Craig Summers, vice president of sales, fire and security division at Potter Electric Signal Co., St. Louis, Mo. "Historically radio companies were doing these, but now our traditional customer base is becoming more able to take on [these projects], confidently designing and installing these systems; and we only expect demand to increase."

Another area where Summers is seeing opportunities is the integration of fire alarm systems with building management systems, as well as integration with other life safety systems including mass notification and shooter detection.

"In Minnesota, a voice system was not previously mandated," says Clig of Custom Alarm. "It was just audio or visual with strobes. Now, based on occupancy — which usually tends toward school and campuses — pre-recorded voice systems are being implemented." He says that additional feature sets such as tying the systems into the fire alarm panel, or adding emergency lockdown capabilities, active shooter notification or weather alerts has been a growing area of business in the last year.

Another change that many jurisdictions have adopted is regarding the area of refuge standards, and Reiswig says this is another opportunity for traditional fire alarm companies. "There have been a lot of changes with area of refuge," he says. "We are seeing requirements for two-way area-of-refuge communication systems that are ADA compliant. I think this is an area a lot of dealers can get into or they are missing out." He adds that dealers and integrators can be offering area-of-refuge communications, as well as elevator lobby and other stairwell communication systems beyond just high-rise buildings.

Though 2019 was full of opportunities, one pain point for fire alarm installers was increased tariffs passed along from manufacturers to installers. The increase was due to tariffs of up to 25 percent imposed by the U.S. Government on shipments made from China after May 2019, as well as tariffs on goods imported into the U.S. from Mexico. Inflation surcharges (of around 2.5 percent) passed on from manufacturers hit other parts of the installing market as well mid-

While there has been some slowdown in many parts of the U.S. and Canada with fire installations, companies are doing the best they can to get access to facilities to complete projects.

$7.5 billion

2019 global revenues for the fire and life safety industry surpassed $7.5 billion.
Source: Omdia

2019, but many fire alarm companies felt an impact.

"That was notable because a lot of fire projects might take nine months to a year before installation, so we sell the project but don't buy the equipment right away," explains Garner of Mountain Alarm. "So we sold several jobs in 2018 and then when these tariffs [or inflation surcharges] were imposed by the manufacturers, by the time we were ready to install in 2019, we lost those margins because we had already quoted a price."

COVID-19's Impact

A generally solid market, the fire and life safety industry has definitely seen an impact from the coronavirus, though due to fire codes and regulations that will always require such systems, the revenue-related impact may be smaller compared with other industries. According to *SDM*'s 2020 Industry Forecast Study, 48 percent of respondents expected 2020 revenues to increase in the fire space, and another 45 percent expected 2020 revenues to stay the same over 2019. Though the study took place before COVID-

19 shutdown the U.S., many industry experts still expect to see an increase or flat revenues for 2020.

Omdia projects that the fire safety industry will only decrease in revenues by 0.5 percent in 2020, though Gonzalez notes that other professionals believe the impact could be even stronger.

Other sources point to scheduling difficulties and a shift in continuing education and training. Perhaps the largest overall impact is issues with building access, delayed or slower-than-normal testing done by certified labs for product approvals, as well as halted or slower inspections and approvals from AHJs.

"It's hard to keep track as different parts of the country have been very inconsistent," says Parrish of AFAA and Telgian Holdings Inc. "We have counties where the entire AHJs are shut down or fire marshals are approving nothing or very little. Some areas have worked out limited inspections with local AHJs with the caveat that once everything is opened, they can come in and do a full inspection. It's a balancing act right now," he says.

Some are seeing an uptick in work while buildings are vacant. Others have seen limited access to buildings and have built up backlogs of visits that need to be done, creating scheduling chaos.

"We saw a big slowdown in construction in some parts of the country such as New York and Florida," says Chris Welch, sales manager for the Midwest, Advanced Fire Systems, Auburn Hills, Mich. "But others kept on as they were, so it will be interesting to see how it will continue overall."

IMAGE COURTESY OF DYNAFIRE

Garner of Mountain Alarm says that Congress' Coronavirus Aid, Relief and Economic Security (CARES) Act can be a talking point with customers that are in need of fire alarm retrofits, since they could write off the upgrading of a fire alarm system as part of a capital improvement to their building.

The Seattle area was hit hard from construction shutdowns in March, and a lot of projects went on hold, Woodman says. "Our sales team changed their focus and offered CARES packages to help close sales."

Woodman adds that on the inspection side, Washington Alarm has had a lot of access issues, for which AHJs are giving additional time to complete annual inspections. On the fire monitoring side, however, the company has yet to see any attrition because it's required in many cases. "That's one of the reasons we like the fire business," she says. "I anticipate we will eventually have monitoring reductions in the future just based on people not going back and [not] filling their buildings up or downsizing, so I think it may lag for a few months, but then come back and be fine."

For Shane Clary, vice president, codes and standards compliance at Bay Alarm Co., Concord, Calif., the biggest impact is the lack of in-person networking, tradeshows, technical sessions, etc. due to cancellations.

"That's one of the biggest issues I see is that we are not able to go out there and see the new technologies," he says. He adds that he has had some success with virtual meetings and online product demos or webinars, and that the industry is adapting quickly to online engagement, but he misses that in-person education and networking.

"There is a cost savings because you're

UL 217/268 is Coming

The effective dates for the 8th edition of UL 217 Standard for Smoke Alarms and the 7th edition of UL 268 Standard for Smoke Detectors for Fire Alarm Systems were extended from May 29, 2020 to June 30, 2021. The updates will introduce three new detection performance tests for smoke detectors in UL 268, including a flaming polyurethane test, a smoldering polyurethane foam test and a cooking nuisance test — a.k.a. the burger test. Many sources in the industry expect the standards to trigger an opportunity for increased retrofits and upgrades in the field.

"Polyurethane is the real culprit of why these changes are coming, as construction materials in the home and offices have changed over time," explains Rodger Reiswig of Johnson Controls and ESA's codes committee for life safety systems. "Today, we see a lot of synthetically made materials used over and over again and this stuff smolders and puts off bad gasses. When the states and municipalities adopt it, we will see growth here," he says.

"A big conversation that's been happening and will continue to happen for the next year is this new nuisance test," says Christopher Miers, Bosch Security and Safety Systems. "First and foremost, it's in the 2019 edition of NFPA 72 and this will affect every smoke detector manufacturer in the U.S."

David Gonzalez, Omdia, says he expects the additional requirements to lead to higher than average selling prices of affected alarms and detectors in the short term for companies/countries that are UL compliant.

not traveling and I think you can do some stuff virtually, but it doesn't replace talking to people and getting out there to touch and feel [the products]." **SDM**

Distributors Help During COVID-19

Distributors have been there for their dealers amidst a worldwide pandemic.

BY JOAN ENGEBRETSON,
SDM Contributing Writer

T he COVID-19 crisis has created both challenges and opportunities for security dealers. Security distributors have stepped up to reinvent training, as well as the equipment purchase process. They've also added new products in response to the pandemic and have even found ways to help cash-strapped dealers pay their bills and remain operational.

Reinventing Commerce

"The [security] industry was deemed essential by all 50 states," observes Bob Appleby, vice president and general manager of the North American Business unit of ADI Global Distribution, a distributor headquartered in Melville, N.Y.

That means that at a time when some businesses were forced to close to help prevent the spread of COVID-19, security distributors remained operational. Operations changed, however, as distributors complied with state, local and federal requirements, such as occupancy limits aimed at minimizing the impact of the pandemic.

Appleby notes that ADI implemented curbside pickup within 48 hours of being notified of those new requirements — a move some

ADI locations have signage to remind customers to socially distance. Shield guards protect customers and employees at checkout and pickup counters.

other distributors also made. In addition, ADI and other distributors have taken other steps to help keep customers and employees healthy, such as installing shield guards at checkout and signage to remind customers to socially distance.

San Leandro, Calif.-based Access Hardware Supply created a self-serve will-call area in its location in Alameda County, Calif., which was an early COVID-19 hotspot. Customers can come at any time to pick up their orders — a welcome option in an area where traffic is so bad that some people prefer to pick up

orders late in the evening.

Similarly, ADI customers can use lockers that the company offers for order pickup.

Distributors also are offering new payment methods designed to minimize or eliminate human contact. For example, ADI's Digital Branch offering lets customers order online. And UHS Hardware, a door hardware distributor in Hollywood, Fla., accepts payment via JoBox, an online payment option similar to Venmo, notes Juan Collado, senior sales manager for UHS.

Reinventing Training

Security dealers always need information and training. But with traditional counter days and conferences suspended, distributors have found that online options are more popular than ever.

Bill Smoyer, national sales manager for Access Hardware Supply, notes, for example, that the company's learning management system had been underutilized prior to COVID-19 but has seen a substantial uptick in usage. UHS Hardware has seen strong interest in the livestream training the company has offered from an independent locksmith. And ScanSource, a distributor headquartered in Greenville, S.C., offers a wide range of educational materials via its online ScanSource University.

ADI was already developing an online initiative that the company calls "ADI Academy" prior to COVID-19, and fortuitously, the launch closely coincided with the onset of the pandemic. ADI Academy offers more than 70 online courses and 150 hours of content, some of which include continuing education units (CEUs).

ADI has conducted panels or livestreams on which industry representatives discuss the impact of COVID-19 on the industry, Appleby notes. Topics have included repositioning businesses amid the pandemic and, as *SDM* previously reported, *new opportunities in the education market*.

When Finances are Stretched

Some dealers are facing financial challenges amid COVID-19 — and distributors have taken steps to address that.

For example, UHS Hardware discounts certain products each week. In addition, the company offers free expedited shipping on a case-by-case basis — such as when equipment is urgently needed for COVID-related reasons.

In a similar vein, ScanSource has offered a web-based educational series focused on businesses' financial health, Wendy Thacker explains.

In the series, the company has looked at the overall business, what supplier and distributor programs are out there, as well as leasing options and how to free up capital and better utilize the working capital they have in place, Thacker says.

She notes that Cisco and other vendors have programs geared toward helping partners defer payment, which ScanSource has reviewed in the webinar series.

Distributors also are creating online alternatives to conferences for this year.

Synnex, Fremont, Calif., replaced its traditional regional full-day conferences with an online alternative and has seen a three- to four-fold increase in attendance because participants don't have to travel in order to participate, notes Sandi Stambaugh, Synnex vice president of product management.

ScanSource is offering webinars that the company calls "Power Hours," which replace the educational sessions that traditionally would have been included in the company's annual in-person conference, explains Wendy Thacker, ScanSource vice president of channel marketing-North American VAR.

The company also has done virtual road shows to replace its tradition in-person events and even devised a novel alternative to the festivities that typically are part of the roadshow. Participants received a shipment of cocktail ingredients and mixed drinks

while watching a bartender online explain how to do it. Security equipment vendors talked while everyone mixed.

Another ScanSource initiative, dubbed "Go Remote," has an online informational element and involves new product offerings. Go Remote has several elements, including short videos about how to transition to work at home. The videos tie in with equipment that dealer employees need to work remotely such as headsets.

At press time in early August, ScanSource was getting set to launch a follow-on initiative, called "Go RTO" for "return to office." As Thacker explains, the Go RTO videos will focus on specific verticals such as education and health care and will look at issues such as how to socially distance in a cubicle environment.

New Offerings

Other distributors also have expanded product offerings in response to demand for products from their dealers.

As Stambaugh notes, some dealers traditionally have focused on the healthcare

Participants in a ScanSource virtual roadshow received a shipment of cocktail ingredients and mixed drinks while watching a bartender explain how to do it.

vertical, but nowadays, she says, "Everybody has to sell healthcare."

New product offerings to address this need include thermal sensors that detect elevated temperatures in customers or employees, as well as hand-held thermometers. To support the offerings, Synnex is creating online training, such as training from a former nurse that looks at the impact of the CARES Act passed by Congress in response to the COVID-19 pandemic.

Long-Term Impact of COVID-19

The pandemic has had a particularly big impact on the access control market, as businesses seek to create a "touchless" environment, Ben Smith of Banner Solution says.

In July, the company was working on a white paper about how the COVID-19 pandemic has impacted access control and the likely long-term impact on the market.

The white paper was expected to look at what things people can do immediately, as well as how entrances in buildings are going to change as a result of COVID, he explains.

"We're looking maybe three to five years out, not just [at] the next six months or so," Smith says, adding that the white paper is expected to be available at no charge on Banner's web page in September.

Security Equipment Supply, a distributor headquartered in Earth City, Mo., has seen strong demand for elevated temperature detection equipment, as well as equipment to detect whether people are wearing masks, says Tony Torres, SES marketing manager. Demand is so strong that the company has seen some vendors unable to promptly fulfill orders; but, he adds, "We have enough vendors to keep on top of it."

The COVID-19 pandemic also has driven some businesses to rework their access control systems so that users don't have to touch door handles, release buttons and the like. To make it easier for dealers making these conversions, Banner Solutions — a Chicago-headquartered distributor focused on door hardware — has created product kits to help dealers convert their customers' existing access control systems to operate in a touchless manner, explains Ben Smith, Banner vice president of marketing.

Clearly, distributors have been there for their dealers during the COVID-19 crisis, stepping up to offer new e-commerce, training and product options to help dealers through this difficult time. **SDM**

IMAGE COURTESY OF SCANSOURCE

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For security integrators operating in the enterprise access control space, the pandemic has been a time of changing expectations, plans and technology.

Enterprise Access Reacts to COVID-19

There is no part of the security industry left untouched by the scope of this pandemic, but enterprise access control customers may benefit most from what they already have, while at the same time pivoting to new technology plans for the future.

BY KARYN HODGSON, *SDM* Editor

Enterprise-level access control systems have been slowly reinventing themselves over the past several years. Once solidly the sphere of the large, proprietary, on-site systems, more security and IT directors had begun exploring *what else* they could do with access control. From big data, to open platforms that facilitate integration with video surveillance and HR systems, to looking ahead to mobile credentials and cloud, many in charge were somewhere along a continuum of shifting from the old to the new.

Then COVID-19 hit. Immediately, many businesses were shut down, and some large facilities still don't have the majority of their employees back on-site. While some took advantage of empty buildings and had their security integrators continue or even accelerate projects already in progress, others took a step back to re-evaluate what they really might need from their access control and integrated security systems.

"We see our integrators pivoting from new systems sales to upgrading and servicing their customer base," says David Uberig, regional sales manager, PACOM Systems, Sarasota, Fla. "This is due in large part to the COVID-19 situation, as service and support revenue becomes more critical to their success. At the same time, we are seeing an uptick in RFI and RFP requests as enterprises evaluate their existing systems and start planning for the post-COVID normal."

For integrators this has presented both a challenge and a huge opportunity for doing what they do best — being a trusted advisor to the end user and helping them plan for the future. And as the process of reopening has progressed (sometimes in fits and starts), access control systems have really started to prove their worth and show their even greater potential.

"I think access control already does what they are asking, fortunately," says Chris Randall, director of sales, Americas, AMAG Technology, Hawthorne, Calif. "It is a hard stop. There hasn't been a significant change in the way they are using it, but they are definitely making some adjustments. Active badging is disabled and there is a need for self-assessments or temperature checks, preventing access prior to entry until you have some sort of [health] validation."

This marriage of health and security is new. While much has been talked about regarding the use of elevated temperature systems (ESTs) on the video side, many manufacturers and integrators report a sharp rise in interest in integrating these with the existing access system to automate the process of granting or denying access.

"Most enterprise customers ... are rethinking how they can use their existing access control system as an extra line of defense when it's coupled with medical technologies," says Chuck O'Leary, president, Open Options, Addison, Texas.

In many ways the pandemic has uncovered for end users and integrators alike both the flaws and the possibilities of their existing solutions, says John Szczygiel, executive vice president and chief operating officer, Brivo, Bethesda, Md. "Upgrades and changes are indeed underway with enterprise customers that come in two general forms: needs driven by the pandemic and needs uncovered by the pandemic. The needs driven by the pandemic include implementing features like health screen-

Access control technology already does a lot of what enterprise customers are looking for. For example, active badging can be disabled to allow for self-assessments or temperature checks, preventing access prior to entry until you have some sort of health validation.

ing automation and contact tracing. Needs uncovered by the pandemic include simple remote operation and the ability to shift workloads easily to cloud service providers. This will have long-lasting effects on us in the security industry as fewer companies choose to use their precious IT resources to manage on-premise applications, particularly ones that don't contribute directly to the bottom line like access control and video."

Pandemic Impacts

COVID-19 upheaval in the access control space resulted in several consequences for integrators in the enterprise space, including limited access to customer spaces, changes in timelines — some slower and some faster — and the need to sell, maintain and train remotely. Luckily, the supply chain was mostly not an issue on the access control side, according to those *SDM* spoke to.

For enterprise customers, the biggest impact came as they started thinking about going back to work, with many seeking to incorporate EST systems, contact tracing and no-touch access systems, all while facing an uncertain economic picture. Many sought to figure out how they could use their existing technology without much more cost outlay in the short term.

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Don't Neglect Due Diligence

With the rapid pace of some technologies coming to market — particularly on the temperature sensing side — there are some things that security integrators need to keep top of mind — particularly cybersecurity, thorough vetting and the need to set expectations.

"Our entire world is at its most vulnerable right now," says Gary House of Dem360. "we are rushing so quickly to keep up and be safe, and health and safety have come to the forefront of what we are trying to emphasize. But [it may be at the] expense of letting our guards down and being vulnerable … We are not able to be as diligent in the pace at which we scale our solutions. That will only increase through time because all of this is so bleeding edge … We have a couple of camera and access manufactures we use, but none of them had a solution that catered to what we are trying to do, so we have had to improvise or go to companies that are on the bleeding edge.

"You look at these and all you can do is embrace them. You can't validate them. There is no history. They've only been around for a few weeks, so we are really gambling and hoping they work the way they are intended."

Even when time is short to implement solutions, experts caution that cybersecurity still needs to be maintained. "It is something that can't be lost," says Despina Stamatelos of Genetec. "There is so much technology being introduced so quickly that you wonder, have they done their due diligence to make sure it is cybersecure?"

Chuck O'Leary of Open Options offers this advice to integrators seeking to implement bleeding-edge solutions: "As soon as an integrator puts a thermal device at an entry point to a building there is a risk that the device could get hacked. Don't loosen up on the cyber security front. Don't use default passwords. Use encrypted technology … There are many thermal devices available right now and it's important that they are properly vetted like any other technology being added to the network. Integrators should maintain a strong sense of due diligence, despite the sense of urgency to implement these new technologies."

House agrees. "We have to consider the policies that are in place and not be so quick to change those for one particular thing. We are so hyper-focused on COVID-19, but there are so many things in the world that are of greater concern and risk. Change, but with diligence, is the key."

"A lot of [companies] are under cost constraints," says Eric Widlitz, vice president of North America Sales, Vanderbilt Industries, Parsippany, N.J. "People are trying to figure out how to get more out of their system or more efficiently use systems."

Richard Goldsobel, vice president, Continental Access, a division of Napco Security Technologies, Amityville, N.Y., describes the immediate impact his company saw from their integrator partners and enterprise end users: "Most immediately they were looking for lockdown and change in schedules. There was a flurry of activity with some integrators not knowing exactly how to do it. There was a lot of training and teaching for setting up systems that had never been set up to do that." Now, he says, conversations have moved to contact tracing abilities of access control systems.

Integrator Wayne Smith, president, Tech Systems, Buford, Ga., says the pandemic is driving many decisions about physical security today. "Enterprise clients are utilizing the data from these systems much more in order to make business decisions, whether this is utilization of space, activity level with card readers, video analytics, contagion reports or contact tracing information and more. This pandemic has challenged the way we think about these systems and the important data they collect."

Before gaining access to a facility, many employees and visitors are now being asked

to provide an extra step, sometimes in the form of a daily questionnaire to gauge whether they have had a fever or any symptoms, and/or an EST system at the door.

"Some of the companies are looking at adding a daily questionnaire on the phone and tying that to the access level; answering the questionnaire would enable the credential. Those are the kind of requests we have been getting," says Ryan Rieger, vice president of National Division for integrator NextGen Security, Exton, Pa.

"Enterprise customers are looking to use their access control systems as a central data source for this extra layer of vetting," O'Leary says. "There is now a direct correlation between the access control system and the health assessment and compliance with public health guidelines. For example, a badge will not be provisioned for a visitor until they pass the initial health check and are validated as wearing a mask.

Before the pandemic, many customers were working toward having an open office and campus environment, striving for ways to make it seem as if security was non-existent. In today's world, customers are essentially building a new safety perimeter.

"With the onset of COVID-19 and the need to prioritize protecting people's health inside a building the security industry has changed significantly," he adds. "Understanding how to combine technologies that usually don't go together so seamlessly, such as traditional access control and medical technologies, is a real challenge that integrators have to take on."

Rieger has seen this with his customers. "I wouldn't say enterprise systems as a whole are changing, but they are changing how they are using it and what they are integrating to it," Rieger says. "They want some sort of screening for employees or visitors coming back to work, so some sort of automated way to stop access if they have an elevated temperature, for example."

Another aspect of this challenge facing both enterprise customers and security integrators is the fast pace of change in recommendations, rules and regulations, says Despina Stamatelos, product marketing manager, access control, Genetec, Montreal. "Customers were coming to us or our integrators asking, 'How can we use our security system to help?' They needed to know what rules they have to abide by and what new technology has been developed."

But many suggest caution with these fast-to-market technologies. "Customers think, 'I'll just go buy this temperature sensing camera and that will fix my problem,'" says Scott McNulty, senior product manager, EAD, dormakaba, Indianapolis. "The expectation is an easy solution, and that is an issue. A lot of these products aren't made for security."

For integrators, one of the biggest changes resulting from the pandemic is the emergence of a third decision maker at the table, Szczygiel says. "For more than 15 years we have been talking about convergence in the physical and IT security domains. With a strong push from COVID-19, this convergence has rapidly evolved into a trivergence, where the physical security and IT decision makers have been joined by a third force." This force is HR, which is tasked with developing rules for worker safety to avoid corporate liability, he explains. "When faced with the question of how to open the workplace and navigate the human implications, the people in the room are looking to HR for guidance."

Beyond that, Smith adds, enterprise customers are reevaluating their future use of

offices in general. With many working from home, there is speculation that some will not come back to the office when this is over. "There are a lot of conversations and analysis about space planning," he says. "Many are questioning how much office space they actually need due to remote workforce. At the same time, users who have space are looking at acquiring more so they can create a safer work environment that includes social distance parameters."

Future Technology Changes

On the access control technology side, it may be too soon to tell exactly what changes will result from the COVID-19 pandemic, but many experts agree there are indicators pointing in certain directions — particularly when it comes to some of the biggest trends such as mobile credentials, biometrics, open systems and more.

"Even prior to COVID-19 there was interest on the enterprise level for that frictionless environment where you don't have to touch anything," AMAG's Randall says.

The difference is the motivation behind it. Where before there was a trend to more convenience and "open" campuses that allow credentialed people unfettered access, now they want to have more safety checks, O'Leary adds. "Before the pandemic, many customers were working towards having an open office and campus environment, striving for ways to make it seem as if security was non-existent. In today's world, our customers are essentially building a new safety perimeter … They are also looking at enhanced reporting and ways to identify/notify people if there are physical or health and safety issues. I see a shift away from the open campus. The perimeter has changed for our customers: you don't get to just walk into a building anymore, even with an employee badge."

With increased interest in getting more data from access control points, some man-

ufacturers and integrators speculate that more affordable technologies such as wireless readers might get a boost.

"We are seeing customers asking for additional reader points … so they can do contact tracing," says Bill Hobbs, global vice president of sales, 3xLOGIC Inc., Fishers, Ind. "Mobile credentials lend themselves very well to that because my phone goes with me everywhere and I don't have to touch anything [else] or have a card."

Enterprise customers are not known for making quick decisions and this situation is no exception. But now is the time for the conversations to begin, Randall says. "I don't think COVID-19 is going to drive enterprise end users to make large, wholesale changes in their primary backbone of their access control or video platform. But it is a fabulous opportunity … to build and develop the next great thing … Manufacturers, end users and integrators are being much more aggressive to work together to come up with solutions. Open standards and PLAI (PSIA's physical logical access interoperability spec) are becoming much more interesting because people are looking for new solutions."

Cloud is another technology that may get a boost from the pandemic, although some say they aren't seeing it quite yet.

"There has been a lot more interest and asking about cloud, but really they are just kicking tires," says Mike Ficco, director of

engineering at NextGen Security. "As far as customers pulling the trigger, there are still very few from the enterprise standpoint."

Others are more optimistic. "Managed and hosted will ramp up," Hobbs says. "People are really rethinking the whole enterprise server and IT environment they had in the past." Particularly if they haven't been able to get into closed buildings to reach the servers, this model is showing its potential downside. "People are beginning to think, if this could happen, what happens when something else bad happens, like an environmental event or attack? They are really starting to understand the value of a serverless or cloud environment."

Ewa Pigna, chief technology officer, LenelS2, Pittsford, N.Y., suggests security integrators be ready by educating themselves on various cloud and hybrid models, "Be prepared to move past traditional on-premise access control."

Advice & Opportunities

For security integrators, the changing needs of enterprise customers — both immediate and longer term — mean a chance to review, revise and recommend solutions. One thing that has not changed: integrators always need to listen intently to their customers and the "why" behind what they are asking for.

"Continue to play the role of trusted adviser," says Marcus Logan, global offering leader, Honeywell Commercial Security, Atlanta. "While the problems we're trying to solve today may seem similar to before, with the current landscape it may ultimately require a different solution. Integrators need to stay aware and engaged with their customers' industry — understanding fully the new problems they are facing will be critical to providing solutions."

This means staying on top of the latest technology more than ever.

"It is important to stay connected and embrace leading-edge technology," says Ashley Tousignant, senior product manager, Tyco Software House, part of Johnson Controls, Westford, Mass. "Things that were important 12 months ago may never come back to being a primary concern for our customers."

> " Upgrades and changes are indeed underway with enterprise customers that come in two general forms: needs driven by the pandemic and needs uncovered by the pandemic."
> — John Szczygiel, Brivo

However, that should be balanced with some caution, says integrator Gary House, CEO and founder, Dem360, Hagerstown, Md. "Technology doesn't always work. Try to balance and set expectations. It's not like this technology has been around where we have data to point to and sell to clients. Sensors break or don't always work the way they are intended. We are kind of in a beta stage right now and that will improve through time as more systems get implemented."

This is an unprecedented time for everyone and security integrators and enterprise clients are no exception, Hobbs adds. Fortunately, integrators know what it takes to get through this and help their clients.

"Who would have thought the whole world would shut down for six months? These businesses are just trying to figure it out and when they sort it out we have to be able as an industry to react to that. The way to do that is to listen to the conversations they are having now. Things aren't going to change overnight, but they will change pretty rapidly over the next few years." **SDM**

With many organizations adopting work-from-home strategies, VMS have played a key role in monitoring vacant premises, which can be attractive targets for thieves.

VMS Solutions Evolve to Address Emerging Needs

As the world adjusts to a new normal, security integrators and users must change the way VMS solutions are sold, installed, configured and used.

BY DEREK RICE, *SDM* Contributing Writer

Selling and installing security solutions is enough of a challenge under normal circumstances, but a global pandemic can really shake things up. For example, the video management systems (VMS) market was chugging along until COVID-19 reared its ugly head and changed everything.

"Then March came around, and of course, the narrative and the conversations we were having with customers changed significantly," says Hamish Dobson, senior director, product management, Avigilon, Chicago. "The focus all of a sudden changed into, 'How do we get our businesses back up and running safely?'"

In addition to the sweeping changes in daily life, one of the biggest security changes was increased requirements for remote viewing and interactivity.

"Many businesses are still operating with remote workers and may have limited staff or no staff on site," says Brad McMullen, general manager, security products and solutions, STANLEY Electronic Security Solutions, Indianapolis. "The ability to

remotely view what is happening on-site is critical."

The rapid, and in some cases lasting, shift to remote work has created additional challenges for securing premises.

"Our lifestyles have changed very much over the past few months, and so has the work reality," says Laurent Villeneuve, product marketing manager, Genetec, Montreal. "There's been a high increase in property and materials theft and vandalism, and trespassing. Empty offices and corporate buildings are very tempting for criminals, so there's increased risk. Our customers have to adapt very quickly to that, and they might not be ready for this change."

In the enterprise space, integrators have been asked to solve security challenges that span multiple systems and often multiple locations. Adding to the difficulty is the challenge of demonstrating a viable solution without being at a site.

"COVID-19 has further complicated the integrator's capability in delivering comprehensive demos and pilots because much of the technology is still being developed," says Eric Moe, director of sales, North America, Milestone Systems, Copenhagen, Denmark. "For the technology that exists today, it can be difficult for SIs to get their hands on it; demand is really high right now and the market is in a constant state of flux."

Installation Consideration

Many of the solutions on the market can be complex to deploy and configure, particularly when end users require a lot of features, says Aaron Saks, product and technical manager, Hanwha Techwin America, Teaneck, N.J.

"Integrators don't want to be in the building for hours and hours," he says. "They might be wearing a lot of PPE, which is uncomfortable. They want to get in and get out and make it quick. So, I think one solu-

VMS helps end users adhere to a variety of social distancing and occupancy requirements by allowing smaller security staffs to do more with a variety of analytics to alert operators to potential problems.

tion is having VMS that … have certain feature sets that can be basic to set up."

In many cases, organizations are looking beyond their traditional premises when installing video equipment, which can complicate VMS configuration.

"COVID-19 has impacted organizations by requiring them to have fewer people on-site and less staff to support the smaller number of people," says John Moss, chief product officer, LenelS2, Pittsford, N.Y. "In order to maintain social distancing requirements, there cannot be as many people in a guard force or security operations center. We are starting to see a preference for more equipment that is off-site, accessible off-site or cloud deployed. Integrators should start increasing their expertise in virtual machine and SaaS deployments."

Remote configuration, which is available in many of the VMS on the market, is another helpful feature with respect to the pandemic. But it isn't a panacea, says Daniel Gundlach, head of global business development and key accounts, critical infrastructure, FLIR Systems, Arlington, Va.

"With COVID-19, VMS setup and maintenance can be performed remotely and efficiently; however, hardware on-site

installation can be both a challenge and an opportunity," he says. "Maintaining safety during installation, including ensuring social distancing, can slow projects down."

One of the biggest challenges that integrators face today is making sure they are up to date with pandemic-related equipment, features and solutions.

"Understanding the applications and identifying where these new tools fit in with solving these problems is a challenge due to the pace of this new technology," says Jammy DeSousa, senior product manager, American Dynamics, Milwaukee.

New Thinking on Applications

One of the biggest challenges for integrators and providers alike has been changing requirements in the last few months based on an evolving understanding of the pandemic. For example, says Brad Eck, community management program owner, Milestone Systems, the initial spike in technology interest was in thermal skin temperature screening. Since then, technologies have been developed to address social distancing concerns, as well as tracking. As requirements shift, the industry needs to be prepared to pivot as necessary.

"The current buzz is around back-to-school technologies and changes to existing solutions that focus on keeping our children and their teachers safe," Eck says.

VMS are extending the security concept to also include health safety, Gundlach says.

"Increasingly, customers are augmenting VMS with elevated skin temperature screening thermography cameras and systems, along with analytics appliances such as facial recognition or occupancy control," he says.

As new features, functions and uses for VMS emerge, one important factor to keep in mind is protecting all the video and data that is collected and analyzed via the software, Grundach says. (See Protection & Pri-

The Role of Training

When integrators work with less familiar technologies, training is a key component. In the past, much of that training was conducted in person, either with a manufacturer sending someone to an end user's site or hosting a training at their location. While more in-person learning is now possible and permissible around the country, that wasn't the case early on in the pandemic.

Salient Systems, based in Austin, Texas, took advantage of the changes brought on by COVID-19 to offer integrators online training to learn new skills or sharpen their existing skills.

"As we saw that a lot of these installers were sitting at home twiddling their thumbs because they couldn't gain access to a facility, we immediately put out a program and let people know we have a product we can actually certify people on with an instructor-led online class so they didn't have to leave their house," says Paul Fisher, Salient's vice president, key and national accounts - global.

The hope is that as installers are able to get back into the field, they can be more efficient and even pass any additional savings on to their customers.

"Hopefully that adds something to the bottom line of these companies, and the investment they made in a small amount of training when their employees were sitting dormant, hopefully paid off for him," Fisher says.

vacy Online Sidebar at *http://sdmmag.com/ articles/98475-protection-privacy*.)

"Cyber security continues to be a top issue, and that cannot be lost as customers request new tools and functionality to combat COVID-19," Grundach says. "This trend is further exacerbated as customers increasingly need flexible remote access and usability for the increased number of remote users —often people working from home as a result of the virus — with a wider variety of profiles and needs." **SDM**

Let Your Team
SHINE

Your job as it relates to the tasks you must perform is very different from your job as a leader of people.

BY ANTHONY BERTICELLI

I love this time of year. As I write this in August, the weather is warm, the grass is green, and the sun is shining bright. Especially this year, it's nice to take a brief moment, tilt your head back, and bask in the warmth of the sunshine for a few minutes. Once you're done daydreaming about laying by a pool or on a beach, think of how you can enjoy this same feeling as a leader.

Your job as it relates to the tasks you must perform is very different from your job as a leader of people. Often people combine them into one role; and by title, that makes sense. But the responsibilities, thought process and actions needed to perform your daily tasks and to serve as a leader are two totally different things. Let's talk a bit about your responsibilities as a leader.

Let your team make decisions — your job is to empower them.

I've always believed that people will surprise you with what they can accomplish if they know they are supported. When decisions have to be made, let your team help. When my team creates our annual goals, my first step is not to write out a list — I ask each person on my team to write out their own goals. We then talk through them and make sure they are measurable, attainable and relevant. If the goal is theirs to create instead of you telling them what they should do, they are much more likely to push hard to achieve it. This not only leads to more confidence, but also in the willingness to create stretch goals.

Let your team make mistakes — your job is to ensure they learn from them.

Whether it's the attempt to reach those stretch goals or just working through ideas,

let your team make mistakes. Allow them to throw stuff at the wall with the knowledge that not everything is going to stick. When ideas fall and hit the floor, do you take the time to review the entire process with your team to find out why it didn't work? Ensuring they learn from the mistakes made, whether they were conceptual or process related, is the key to growth.

Let your team do their work — your job is to remove roadblocks.

This is a mistake I see quite often, particularly when people promote "up the chain." You've done this before, so it would just be faster and better if you did it yourself. It can be extremely difficult to come to grips with the fact that "your way" isn't the only way — and may not even be the best way. Your role as the leader is not to do the work for your team. Focus on identifying and removing roadblocks that could impact your team's efficiency and ability to do their best work.

To put it simply, once the task and desired results are identified, your job is to get the heck out of the way and take as many potential issues with you. If more issues present themselves, step back in where needed to remove them (and don't forget to get back out of the way)!

Let your team succeed — your job is to give them recognition.

Once your team has done their work and achieved the goal, your role as a leader is to congratulate them for a job well done. The way you do this will be different for everyone on your team.

Take the time to ask each person directly about their preference for recognition. Some may like direct and private recognition, while others may like seeing their name in lights for everyone to see. Be thoughtful in how you do this and spread the love evenly whenever possible. Recogni-

About the Author

Anthony Berticelli is vice president of operations at PSA Security Network, the world's largest electronic security consortium. In this role, he is responsible for oversight of PSA's customer service department and operational programs, as well as PSA's education and training initiatives for the physical security market. Berticelli has more than 16 years of experience in the security industry, including three years with PSA as the director of education and 12 with Target Corporation. He held multiple roles at Target, including senior business partner on the corporate security technology team, where he was responsible for the management, strategy and training content development for security technology projects. Berticelli holds Bachelor of Arts degrees in economics and computer applications from the University of Notre Dame and a Master of Science degree in criminal justice from Florida International University.

Berticelli

tion can be a great motivator for future success when done correctly.

Let your team in — your job is to trust them.

Open communication and transparency are things I've talked about before. The best way to build a cohesive team is to let them in on what you know whenever possible. Don't be afraid to share your thoughts, processes and the reasons behind what you do. Building a wall between you and your team as it relates to what you're working on, your decisions and your problems will result in a team that you aren't a part of.

Finally, when the weather is warm and the grass is green, let your team shine bright. It's your job to take a brief moment, tilt your head back and bask in the warmth of the sunshine for a few minutes. **SDM**

DIY Security Gives Canadian Alarm Dealer Tool to Combat COVID-19's Financial Impact

As the owner and CEO of Alarm Guard Security, the largest ADT authorized dealer in Canada since 2003, Mike Chaudhary, like so many business owners, was feeling the financial pinch of the COVID-19 epidemic. Sales of his security systems — which include complete, customizable packages for residential, commercial and rental properties — had started off strong in March, but by mid-month had begun to slip as the door-to-door contact that is such a vital part of their sales process was put on the back burner during the global health crisis.

Despite serving all of Canada and four U.S. states, system sales were taking a nosedive. Chaudhary realized he needed to modify his business model in a way that would eliminate or at least greatly reduce physical contact with customers.

For Chaudhary, the pivot he needed to make was clear: offer a DIY security option. In doing so, he would be able to provide contactless installs, avoiding customer interaction. Plus, he would eschew the door-to-door sales in favor of online ads, social media and the inbound inquiries that, fortunately, they were still receiving. Luckily for Chaudhary, because the company was in a relatively sound financial position, he simply went out and bought an existing DIY security company.

The company he purchased was DIYProtection.ca, a Toronto-based start-up that creates customized DIY security systems for consumers throughout Canada. Their systems can be augmented with a variety of home automation devices such as smart locks, thermostats and sensors; video moni-

Alarm Guard Security finds revenue stream with DIY.

toring services including cameras and video doorbells; and even senior protection devices, such as medical alarms.

Once details of the deal were worked out between Alarm Guard and DIYProtection, DIYProtection became a wholly owned subsidiary of Alarm Guard and is reaching out to Canadians in smaller, isolated areas, providing DIY security and home automation systems and, when the need arises, helping guide them through the installation process. Chaudhary now has a new weapon in his arsenal that he can use to wage war with the pandemic. With sales at Alarm Guard down by about 50 percent, the addition of DIYProtection came not a second too soon.

"This new entity is definitely helping us weather the storm," Chaudhary said. "It's not only generating revenue for us; it has allowed us to keep all of our people employed — including the new employees we acquired in the deal." Read the full article here. — *By Paul Spinella, key account manager for Spectrum Brands Inc.* //

IMAGE COURTESY OF ALARM GUARD SECURITY

SDM

The University of Connecticut (UConn) selected **HID Global**'s Seos smart cards and HID FARGO Connect secure issuance solution to optimize student services and strengthen security across its five campus network. The HID FARGO Connect cloud-based platform enables UConn to decentralize ID issuance and eliminate student wait times, while Seos technology eliminates the vulnerabilities of its legacy system.

UConn's One Card office partnered with identification solutions supplier ColorID to upgrade its Husky One cards with Seos credential technology to combat card duplication and fraud. The cards provide access to student essentials such as dorms, dining halls and printing services. In the future, the One Card office will manage its high volume credential requirements and expedite student delivery using HID FARGO Connect and HDP5600 printers.

"Setting up our university with HID FARGO Connect will allow regional campuses to print cards directly for students — no wait, no temporary card," said Stephanie Kernozicky, director of UConn's One Card Office. "The mobility of being able to take pictures and print wherever we need was a big factor in selecting FARGO Connect solutions."

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Security integrator Plate Capture Solutions Inc. (PCS) replaced the Mt. Lebanon Police Department in Pennsylvania's vehicle recognition system with **PlateSmart** ARES ALPR. An AI-based enterprise-grade ALPR and vehicle recognition solution, PlateSmart ARES can integrate with existing security infrastructure.

Recently, the change came in handy when the Whitehall Borough (Pa.) Police Department issued a be-on-the-lookout (BOLO) bulletin for a potential domestic terrorism suspect's car. The PlateSmart ALPR/vehicle recognition system alerted the Mt. Lebanon Police Department (MLPD) of the suspect's vehicle and location. Authorities made a traffic stop, and during the arrest, the MLPD found 30 improvised bombs in his vehicle along with numerous weapons, home-made detonators and chemicals used in making explosives.

"The best law enforcement technology is the kind that prevents crime proactively, because it keeps officers and citizens alike safe," said John Chigos, PlateSmart founder and CEO. "And that's the whole reason I started PlateSmart. Stopping [the suspect] from detonating a single bomb, much less the 30 he was carrying, or shooting a single individual undoubtedly validates the technology."

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The Tampa, Fla. Metropolitan Area YMCA is in the midst of a multi-phase security system project that includes video surveillance, fire and intrusion upgrades, and a takeover of existing and new cameras by **3xLOGIC's** VIGIL video management system. The project is being implemented by security integrator Redwire. Prior to the upgrade, the Tampa YMCA had cameras from another manufacturer at three locations. Phase I of the project was to install approximately 150 cameras among several locations. The 3xLOGIC cameras cover parking lots, pools, any childcare areas, workout centers, front desks and basketball courts. Phase II of the project will see fire and intrusion systems upgraded and monitored by RedWire.

"Remote access to the camera systems via 3xLOGIC's View Lite II Mobile App will help us mitigate false alarms," said Nate Valentin, vice president of information technology at Tampa YMCA. Phase III of the project will see all cameras taken over by 3xLOGIC's VIGIL VMS. "We want everything under one platform and standardized across the organization."

PROJECTS **IN THE NEWS** //

Premier Packaging was looking to implement an access control system to help secure its new 320,000-square-foot facility in Louisville, Ky. After working closely on a recent project with Orion Networks, a trusted IT infrastructure provider, Premier Packaging relied on their recommendation to implement an access control solution from **Isonas**. A major challenge facing the distribution center was non-company-employed truck drivers coming into the facility. With on average of 250 people coming in and out daily, monitoring and tracking who those people were and if they belonged there was imperative. They were also looking for the flexibility to manage the locking and unlocking of doors remotely, rather than having to rely on physical keys.

The initial project consisted of 18 ISONAS RC-04 reader-controllers installed at the distribution center in Louisville. ISONAS Pure Access software was implemented to give the packaging company remote access capabilities. With the ISONAS cloud-based platform, Premier Packaging has now required all Louisville employees to enter the building using their ID Badges to gain access. If an employee is not in the database and verified, then access is denied. Future plans include rolling out the ISONAS access control solution to additional buildings and possibly integrating it with other security systems.

SDM

What's Your Fire Wiring Knowledge?

Roy Pollack, CPP, SET, holds Level IV certification in the field of fire alarms from NICET. He is currently a director of training and compliance for Comcast/Xfinity Home and may be reached at sdmtechtips@bnpmedia.com.

1. _____ may be substituted for FPLR wire.
   a. CMP, FPLP, CMR, or FPL
   b. CMP, FPLP, or CMG
   c. CM, CMG, or CMR
   d. CMP, FPLP or CMR

2. A non-power-limited fire alarm circuit can operate at up to _____ volts, and the power output isn't limited.
   a. 24
   b. 77
   c. 300
   d. 600

3. Power-limited fire alarm cables are permitted to be installed in ducts of plenum spaces, but non-power-limited fire alarm cables are prohibited in ducts and plenums.
   a. True
   b. False

4. Fire alarm circuits installed in corrosive, damp or wet locations must be _____ for use in the operating environment.
   a. identified
   b. listed
   c. approved
   d. accepted

5. The number of conductors of the same size and insulation within a raceway can be located in _____.
   a. Table 9
   b. Annex B
   c. Annex C
   d. NEC 760.40

6. Raceways used for the support or protection of cables require a bushing to reduce the chance for abrasion in accordance with _____.
   a. 300.15(C)
   b. 760.11
   c. 250.21
   d. Table 9

7. _____ covers the installation of wiring and equipment of fire alarm systems, including all circuits controlled and powered by the fire alarm system.
   a. NFPA 72, Chapter 3
   b. NFPA 70, Article 760
   c. Residential Fire Code
   d. The Fire Alarm Systems Handbook

8. Circuit Integrity cables shall be supported at a distance not to exceed _____ mm.
   a. 300
   b. 24
   c. 610
   d. 7

9. The branch circuit supplying the fire alarm equipment shall supply no other loads. The branch circuit _____ be supplied through ground-fault circuit interrupters or arc-faults circuit interrupters.
   a. shall
   b. may
   c. must
   d. shall not

ANSWERS ON PAGE 96.

BUSINESS OPERATIONS SOFTWARE

AlarmHive Debuts Business Management Software as a Service

When Richard Brimhall, co-founder of AlarmHive, first had the idea to design a software as a service (SaaS) focused on the needs of alarm dealers and security integrators, he knew that support and customization would be key features of the offering.

"I always knew there was a better way to do software and include how [dealers'] customers and relationships are built beyond just being a normal service provider — the quality of those relationships is substantial," Brimhall said. "Independent dealers have something unique in the way they use their data and it's so important to have a dynamic workflow that independent dealers can use to manage different verticals in the market. Maybe they do fire or [burglar] alarms, and they can manage both of those workflows without being

AlarmHive business management software is a highly customized software as a service for alarm dealers and security integrators.

forces to change individual workflows or adapt what they are doing to a software."

So Brimhall and his business partner Trent Whatcott, along with their founding team of professionals, created AlarmHive. Brimhall said that during his tenure in the alarm industry, he felt dealers' frustrations with business management software and he knew there had to be a better way.

"I have worked just about every position within the alarm industry over the course of my 15-year career," Brimhall said. "I started out knocking on doors, like many in the industry do, and worked my way up to managing a company that did up to 5,000 installs a month. A common friction point I faced was the software we used to drive our business did not align with the way we ran our business. We found it necessary to use up to six other … applications in order to shoe-horn the software into our workflow. The result was often wasted effort, lost revenue and frustrated employees, customers and business owner."

According to Brimhall and Whatcott, the launch of AlarmHive gives companies a high level of support and customization of the software that wouldn't be possible with an installed one-and-done product.

Features and updates will be added every two weeks and dealers can work closely with their Hive leaders to set their workflow up to match each business' specific needs. If those benefits of high level support and tailored workflow customization aren't enough, the software is free to alarm dealers and integrators.

"Dealers won't see AlarmHive taking any money from them," Brimhall explained. "We negotiate with the merchant processor to take a fee. For us, it's a model that motivates us to work closely with our dealer customers and strategize ways to help them grow their business, so we think it's a great approach."

AlarmHive was set to launch around the end of August/early September 2020.

Visit *www.alarmhive.com* for more information. — *By Maggie Shein,* SDM *Managing Editor //*

IMAGE COURTESY OF ALARMHIVE

ONVIF Expands Interoperability Work With Open Source Development

ONVIF, the global standardization initiative for IP-based physical security products, announced that it will use GitHub, an online open source development platform, to allow for easier contribution and collaboration on ONVIF specifications by applying software development tools to specification engineering. This will enable software engineers and developers from security, IoT, Artificial Intelligence, cloud services and other industries to contribute new ideas and proposals, spurring greater feature interoperability and new interface specifications that will help ONVIF continue to contribute to these industries.

"The data that powers our businesses and homes relies on feature-rich and standardized pathways of communications for interoperability, and ONVIF will continue to evolve to provide those pathways," said Per Björkdahl, chairman of the ONVIF steering committee. "Augmenting our development methods with open source adds a collaborative and convenient platform through which innovative ideas can be discussed and implemented and eases many of the administrative burdens that are inherent in the standards development process."

ONVIF interoperability specifications are already publicly available as open standards and are used as common communication interfaces between devices and software clients, such as IP surveillance cameras, video management software and physical access control systems from different manufacturers.

Visit *www.onvif.org/about/faq/* for more information. //

BriefCam Puts Analytics on The Edge for Axis Deep Learning Camera Series

BriefCam announced future availability for BriefCam video content analytics on Axis cameras with built-in deep learning processing units. BriefCam's edge analytics enables greater freedom of choice for flexible deployment architectures through edge-based computing.

Through the Axis application development partner program, BriefCam leverages the Axis camera application platform (ACAP) to enable comprehensive analytics directly on Axis Communications' upgraded camera series. By enabling BriefCam analytics on the edge, along with post-processing and management capabilities, users experience real-time processing, with reduced costs and complexity, as well as reduced storage and bandwidth requirements.

"Axis is proud to forge a deeper technology partnership with BriefCam toward our shared vision for advancing best-in-class video surveillance technologies," said Mats Thulin, director of core technology, Axis Communications AB. "Comprehensive video analytics is a key component to further optimizing surveillance camera investments and enabling new and expanded use cases for video — by deploying analytics at the edge, users have greater flexibility in how they implement and utilize video analytics."

Visit *www.briefcam.com* for more information. //

dormakaba Integrates With Telaeris for Emergency Management

dormakaba's Keyscan Aurora access control system integrates with XPressEntry, an emergency evacuation and employee mustering solution utilizing handled badge readers from Telaeris. Together, the readers and software keep track of facility occupancy by monitoring existing access control software to verify that personnel and visitors are evacuated safely and accounted for during emergency situations.

"This integration with XPressEntry enhances our Keyscan Aurora access control system with handheld readers and emergency mustering," said Scott McNulty, senior product manager, electronic access and data. "Compatible handheld devices, powered by XPres-

sEntry software, authenticate user credentials or biometric data with a facility's Keyscan Aurora database and allow validation of personnel names and photos."

The XPressEntry Keyscan Aurora integration is installed with Keyscan Aurora version 1.0.16 or higher, and Telaeris XPressEntry software.

Visit *www.dormakaba.us* for more information. //

TECH **BRIEFS** //

The **Cypress** OSM-1000 OSDP-Wiegand converter has attained certification by the Security Industry Association's OSDP Verified program. The OSDP Verified mark validates that a device conforms to the SIA Open Supervised Device Protocol (OSDP) standard and its related performance profiles. The OSM-1000 offers a choice of two operating modes. When used in PD (peripheral device) mode, it connects a traditional Wiegand reader to an OSDP access control unit. When used in ACU (access control unit) mode, the OSM-1000 connects an OSDP reader with a legacy Wiegand access controller.

"For nearly 40 years, we have been wrestling with ambiguity over the term Wiegand, as it pertains to access card readers and panels," said Tony Diodato, Cypress founder and chief technology officer. "Now the installer can finally see the OSDP Verified moniker, and know the device has met independent conformance testing. For me, personally, this is a goal I wanted to see completed. This is the opposite of all that ambiguity; it is a significant accomplishment for the industry."

Visit *www.cypressintegration.com/products/OSDP/OSM-1000* for more information.

■ ■ ■

Motorola Solutions announced the latest addition to its video security and analytics portfolio through the introduction of new technology to support Public-Private Partnership (PPP) programs. PPP allows public safety officials and businesses in the community to collaborate through the sharing of video footage and information to better prevent and respond to incidents.

With full control of their security system deployment, businesses are able to stipulate which sites and cameras would be accessible to public safety command centers. These systems are designed to broaden the range of safety and security throughout cities and municipalities and enhance trust and engagement between law enforcement agencies and the communities they serve.

Visit *www.motorolasolutions.com* for more information.

Suprema Integrates With Paxton Net2 Access Control

Suprema, a provider of access control, biometrics and time and attendance solutions, has integrated its devices with Paxton's access control system, Net2. The integration will enable organizations to use Suprema's devices with Net2.

Users of Paxton's Net2 can now add Suprema fingerprint or face recognition devices to existing PIN or RFID card-based access control systems by installing Suprema Integration with Paxton Net2. The integration lets Suprema devices communicate with a Net2 controller via Wiegand by matching the users' biometric data with corresponding card data that the Net2 system can recognize. Admins can perform tasks such as searching and adding devices as well as upgrading firmware all on the single application. The integration's Enrollment Helper feature allows users to enroll on Net2 without running the Suprema Integration itself. Users can also enjoy the convenience of registering directly from the Suprema device.

"The integration of Suprema's devices with Paxton's Net2 is a great advancement that combines top-class solutions in access control and biometrics," said Young S. Moon, Suprema CEO. "The new Suprema integration with Net2 will allow customers to experience Suprema biometrics and strengthen security without having to leave the Net2 system."

Visit *www.supremainc.com* for more information. *//*

LenelS2 & FLIR Systems Announce Agreement to Support Healthy, Safe Workspaces

LenelS2 and FLIR Systems Inc. announced an agreement to integrate select FLIR thermal cameras with LenelS2's OnGuard access control system. The integrated, non-contact solution joins the Carrier Healthy Buildings Program suite of offerings to support reopening and to assist in slowing the spread of COVID-19 and possibly other viruses in the workplace through thermal screening.

LenelS2 will offer integrated thermal imaging screening and access control solutions to identify individuals with elevated skin temperatures and apply customizable access control parameters to allow or deny entry. The strategic collaboration will leverage the FLIR EST line of non-contact thermal screening cameras, including the A500-EST and A700-EST, by integrating with the LenelS2 OnGuard access control system.

"As organizations implement site-specific screening protocols, integrating access control systems with thermal imaging solutions is an important part of a comprehensive approach," said Jeff Stanek, president, LenelS2. "The collaboration with FLIR will help drive our end users' access control decisions in support of healthy, safe workspaces."

Visit *www.lenelS2.com* for more information. *//*

NFPA Releases LiNK Product for Mobile Code Lookup, Sharing & In-Field Efficiency

NFPA released a new product via an online demo called NFPA LiNK. The product is a digital version of the National Fire Protection Association's standards, according to Jim Pauley, president and CEO of the organization. With NFPA LiNK, field technicians, enforcers and first responders can access, research and share standards and changes to help them do their jobs better, while cutting out the guesswork and having to bring books, printouts and pencils along with them to a job site.

"This new version will allow people to collaborate more and share things by email and be more interactive, so I really think it will improve dialogue between enforcers and construction workers and more," said Larry Ayer, licensed professional electrical engineer, Bizcom Electric/E2M Engineering.

The NFPA LiNK allows teams to share notes, navigate and reference compliance, and look up different codes, delivering the same experience whether the user is connected on a mobile device, desktop or laptop.

Visit *www.nfpa.org* for more information. //

Bosch Building Technologies Announces Intelligent Insights

Bosch has introduced a software solution called Intelligent Insights that enables customers to use data in new ways. When, for example, the maximum number of people allowed to be in an area is reached, Intelligent Insights can inform users. The software can be used standalone or integrated with other systems to enhance situational awareness further.

Intelligent Insights uses Bosch cameras' built-in video analytics to interpret video images and capture camera metadata from situations involving moving objects, people counting and crowd detection. The software tool then collects, aggregates and displays this information using a series of pre-defined widgets enabling users to visualize and evaluate a complete scene from a simple overview screen.

For example, area fill level, occupancy counting and crowd detection offer the ability to monitor and detect crowds accurately and count individuals and objects. The user can specify the desired occupancy rate of an area by determining the maximum number of people allowed to be in that area within a given time. In particular, area fill level and occupancy counting can activate and trigger an external output device when the threshold is reached. This could be a simple alert, a message displayed on a monitor at the entrance to inform visitors if they are allowed to enter, or a public announcement. This is helpful when considering public health issues like the rapid spread of viruses such as COVID-19, in locations that can attract large numbers of people.

Visit *www.boschbuildingtechnologies.com* for more information. //

PERIMETER PROTECTION

Sad Vacation & the Joys of Lockpicking

Dave Engebretson
is the president of Slayton Solutions Ltd. He offers complete fiber optic technician kits with online training for less than $800 USD. Check his website at www.fiberoptic-sinstitute.com for more information.

Things have changed for everyone since March when the pandemic caused many closures in businesses, government offices, schools, churches and other public locations. As my primary business is providing hands-on training classes in fiber optics and IP networking, COVID-19 has caused my 2020 schedule to be wiped clean. It is unclear if or when I will be able to plan for training classes for this year, and who knows what will happen in 2021?

So, I've got substantial time on my hands. As money is tight, and travel limited, I'm in a forced vacation with potentially little to do and nowhere to go. One of the things that has intrigued me in the past is the ability of TV bad guys and detectives to "pick" locks quickly. I know that television shows make many things look easy, but I have always wanted to know how it is done. So, several months ago I purchased a "Secure Pro" lockpicking set from *www.Budk.com* for a few dollars. With spare time available, I cracked into the box to see what's included.

The lockpicking set includes a short instruction manual which isn't particularly helpful, a handful of lock picks and tension tools, and a keyed padlock with a clear plastic body so the mysteries of how standard locks operate are readily seen. After a frustrating

half hour or so I finally got the hang of it and could quickly pop the clear plastic lock. I then graduated to a few padlocks laying around my house and found that standard locks are quite simple to pick with a bit of practice.

Many people rely on standard locks to secure their doors, tool cases and valuables. What my experience with the lockpicking set demonstrated is the ease of opening many of the keyed locks that our customers are depending on to protect their buildings and goods.

Your clients should be made aware that their standard keyed locks provide little protection against a learned criminal who's got $15 to buy a lockpicking kit. Real physical security includes perimeter door and interior motion detection, and doesn't depend on door locks for repelling burglars.

If you can quickly demonstrate how easy it is to pick a keyed lock, your potential clients should see that they need additional "protection in depth." Just make sure you practice enough to become proficient in the dark art of lockpicking. //

Bosch System Makes Access Simple

Access Management System 3.0 is designed to be available at all times. Its resilient design includes a master access controller (MAC) as an additional layer of defense between the server and the access controllers. If the server fails, the MAC takes over, ensuring continuous communication across controllers. Access control functionalities that involve multiple access readers, such as anti-passback and guard tour, can continue to perform. Guard tour is a safety function offered to security guards, which uses access readers as checkpoints along a defined route. Any deviation of sequence or timing causes an alarm.

BOSCH SECURITY AND SAFETY SYSTEMS // www.boschsecurity.com

Altronix Controllers Allow Remote Access Management

Altronix access power controllers feature embedded LINQ network power management. The LINQ8ACM distributes and controls the amount of power for lock hardware, while providing critical diagnostics and management capabilities with real time alerts. Its design allows power to be steered from one or two independent low voltage 12 or 24 VDC Altronix power supplies to eight independently controlled fused protected outputs.

ALTRONIX // www.altronix.com

DMP Communicator Provides Upgrades

For commercial fire installations, DMP's new CellComF-LTE-V is designed with the same platform as DMP's DualCom universal communicator. The CellComF-LTE-V includes two sets of tip and ring terminals for easy installations. This new design meets the NFPA 72 standard for single communications technology. For instance, if the CellComF-LTE-V stops communicating, it's designed to automatically disrupt voltage on the second tip and ring — that triggers the host panel to annunciate the trouble. The new CellCom series includes both fire and non-fire options — each one with built-in LTE cellular. As with earlier-generation products, the LTE communicators are designed to work with digital cellular service from SecureCom Wireless.

DMP // www.dmp.com

Camden Video Series Supports SureWave Touchless Switches

Camden released six new product videos. This video series provides an introduction to Camden's touchless switch line, high-lights the new 6-in. round stainless steel faceplate option, as well as each of the SureWave models. SureWave touch-less switch videos include episodes on CM-330 battery-powered wireless model, CM-331 line-pow-ered one relay model, CM-332 line-powered two-relay model, and CM-333 hybrid bat-tery-powered model with one relay.

CAMDEN DOOR CONTROLS // www.camdencontrols.com

STI Stopper Eliminates False Fire Alarms

The Universal Stopper is an indoor/outdoor polycarbonate cover that offers excellent protection against false fire alarms, physi-cal damage (both accidental and intentional), dust and grime, as well as severe environments inside and out. The clear cover (STI-13020FR) protects dual action pull stations without restricting legiti-mate operation. When the cover is lifted, a warning horn sounds, drawing attention to the area. This UL/cUL listed cover is flush mounted. Other mounting options, colors and labels are available.

STI // www.sti-usa.com

Viking Paging Speakers Distribute Sound Evenly

Economical and dynamic, the 30AE-70V ceiling speaker for 70-Volt and 25-Volt paging systems distributes sound evenly, accurately and affordably. Viking's 30AE-70V ceiling speaker is designed to evenly distribute sound from a 70-volt or 25-volt paging amplifier. It mounts into an 8.25 to 10-in. diameter cutout or enclosure, which is neatly concealed by the speaker's faceplate. The 30AE-70V has an excellent frequency response for high quality sound reproduction. Five selectable power taps enable each speaker's volume to be set to an appropriate level for its location. Each 30AE-70V will handle up to 10 Watts of power.

VIKING ELECTRONICS // www.vikingelectronics.com

Aiphone Software Transforms Computers to Intercoms

IX Series PC Master Station software can transform a computer into a intercom, with an easy-to-use and intuitive interface. This PC-based intercom solution is ideal for any customer type, whether the need is for the management of intercom solutions in small to mid-sized educational facilities and offices, or the more complex needs of an enterprise-level facility. This solution can be managed remotely by facility managers, or by a security operations center. Features and benefits include: an interactive map; device check and line supervision; recorded video conversations; larger viewing platform via computer screen; and better utilization of monitoring station space. The interactive map offers a visual layout that allows operators to detect where a call originated and efficiently dispatch security personnel.

AIPHONE // www.aiphone.com

AMAG App Supports Return-to-Work Guidelines

Symmetry Mobile is a web credential application designed to be used with AMAG's Symmetry Bluetooth readers. Symmetry Mobile supports COVID-19 and return-to-work guidelines by promoting physical distancing and frictionless setup. Frictionless setup of a credential eliminates the need to physically interact with the security team or visit a badging office. The mobile credential portal allows central management of the credentials, photos and devices remotely. Symmetry Mobile and the Symmetry Blue Bluetooth reader integrate with Symmetry Access Control and other access control systems, making it an ideal solution for enterprise users deploying more than one system.

AMAG TECHNOLOGY // www.amag.com

i-PRO Camera Series Raises Intelligence

The new i-PRO X-Series employs an AI engine with onboard analytics to detect suspicious changes in scenes, automatically adjust image settings of the scene being analyzed and optimize video compression to conserve network bandwidth and server storage capacities. The cameras can install up to three video analytics applications, with two applications. The two analytics available include: intrusion detection, capable of detecting any human, vehicle, two-wheel motorcycle or bicycle; and privacy masking to detect and recognize human figures in a video scene and pixelate figures or faces for privacy protection. A new software development kit is also available for third parties to develop compatible software. The series includes six new models with 5MP or 4K resolutions in indoor and outdoor vandal-resistant dome or box configurations.

PANASONIC I-PRO SENSING SOLUTIONS // www.i-pro.com

LifeSafety Power Solutions Lower Costs, Raise Efficiency

ProWire XPRESS is a value line of single-voltage power systems featuring prewired controller terminal strips. ProWire XPRESS models come prewired for system power, faults, communication and tamper switch. Models are currently available for Mercury Security controllers in four-door (FPV4-E2M/T4X) or 12-door (FPV102-D8PE2M1/T12X; FPV104-D8PE2M1/T12X) configurations at 12 or 24VDC. It carries a joint Mercury/LSP UL, ULC certification and CE listing (EU). The solution comes in LifeSafety Power's spacious E2 enclosures measuring 20-in. high, 16-in. wide and 4.5-in. deep with lock and tamper switch, as well as a lifetime warranty.

LIFESAFETY POWER // www.lifesafetypower.com

Brivo Features Reduce Spread of COVID-19

The Brivo Facility Safety features are included automatically in Brivo Onair, Brivo Visitor and Brivo Mobile Pass. The features are designed to support management of COVID-19 safety protocols for facilities already using the Brivo suite of products. The solution's contact reporting generates targeted reports listing specific user access events and potential contacts to seamlessly create contact-tracing lists. Personnel control suspends user access automatically until they go through a screening checkpoint, controlling traffic flow and reducing close contact. Visitor reporting screens all visitors for symptoms and notifies hosts when a visitor may pose a risk. Mobile self-screening uses Brivo Mobile Pass to identify users with COVID symptoms before they enter a site, reducing the possibility of viral spread. Brivo customers can turn on many of these features from their existing Brivo Onair account.

BRIVO // www.brivo.com

Suprema Solution Maintains Employee & Business Wellness

The FaceStation 2 smart face recognition terminal employs facial recognition for personal identification and authentication. Mobile access utilizes iOS and Android smartphones as a secure personal access credential. FaceStation 2 offers up to 3,000 matches per second; a memory capacity capable of accommodating up to 30,000 users; 50,000 image logs and 5 million text logs; live face detection with IR-based fake face blocking (anti-spoofing) technology; and multi-band RF reading technology to support the latest RFID standards for multi-modal credentialing when required. The device features an Android-based touch-screen LCD that requires little to no training for both users and system administrators. The product turns virtually any iOS or Android smartphone into a highly secure contactless access credentialing device.

SUPREMA // www.supremainc.com

Johnson Controls Reader Delivers Secure Authentication

The Innometriks Cheetah SE Bio high assurance smart card reader with fingerprint biometric matching allows for efficient integration with a range of physical access control systems with its secure and open-based OSDP protocol. With this update, enrollments are captured and stored in a central database and matched via OSDP or stored directly on a smart card. When an individual touches a biometric sensor at an access point, the biometric fingerprint image will be captured and compared against the reference template for secure and fast matching. The reader meets implementation paths for federal agencies and non-governmental organizations with guidelines for the incremental rollout of personal identification verification enabled access points. The product supports Software House RM Reader functionality for new and existing installations.

JOHNSON CONTROLS // www.johnsoncontrols.com

EyeLock Iris Reader Combines Functionality, Affordability

EyeLock's nano iXT iris recognition reader is the first product born from EyeLock's strategic partnership with CMITech. EyeLock is also in the process of developing a thermal temperature sensor, which will be incorporated into the nano iXT and offered as an optional module. The nano iXT is fully interoperable with the current EyeLock product line, including the indoor nano NXT and outdoor nano EXT readers. Its features include a large LCD touch-screen, dual auto-tilt cameras (iris and face), audible and visual user guidance, built-in HID card reader and multi-language support. EyeLock's iris technology has been embedded into other products and is suitable for use in many market segments including medical, banking, gaming and automotive.

EYELOCK // www.eyelock.com

ISS Analytics Check for Face Masks

SecurOS face mask detection (FMD) solution detects an individual attempting to enter a facility without wearing a face mask where required and alerts administrators. ISS FMD is built using advanced neural network-based algorithms to deliver accuracy with real-time detection; it works with any camera, using off-the-shelf computers, while eliminating the need for special GPU cards. It is one component of "plan for a safe return to work" initiative launched by ISS, which integrates four critical components into a comprehensive software-driven solution. Built on the SecurOS platform as its foundation, the solution combines touchless elevated skin temperature detection via thermal camera integration with touchless identification and access control credentialing via FaceX facial recognition, along with ISS FMD.

INTELLIGENT SECURITY SYSTEMS // www.issivs.com

SALTO Cylinder Reduces Power Consumption

The compact SALTO Neo cylinder is designed for doors where fitting an electronic escutcheon is not possible or not required and can be installed on standard doors, server racks, gates, cabinets, electric switches, sliding doors and more. The re-engineered clutch system design power drops consumption to low levels resulting in more than 100,000 cycles with one set of batteries. System standby power consumption is reduced, extending the electronic cylinder's battery life. Encapsulated inside the IP66-rated cylinder's exterior is the latest in electronic lock technology. The SALTO Neo cylinder provides greater control over the door by offering end users access to audit trails, reports and alerts. Using smart keys and mobile technology with the cylinder allows users to manage access rights quickly, and it can be switched to any of SALTO's technology platforms without changing the hardware.

SALTO SYSTEMS // www.salto.us

IntelliVision Analytics Adds Face Mask Detection

The IntelliVision face mask detection analytic was developed using a deep learning neural network and trained

on many thousands of images of people wearing many different designs of face mask. Face mask detection is the first of a number of products to be released by IntelliVision as part of a broader COVID-19 back-to-work solution. The IntelliVision family of solutions includes face recognition, object classification (humans, vehicles, pets, airplanes), intelligent object detection, intrusion/perimeter watch, object left/removed, and license plate recognition.

INTELLIVISION // www.intelli-vision.com

Synectics Platform Delivers Smarter Cyber, Enhanced AI

Synectics' Synergy 3 command and control platform is an intelligent surveillance and security solution. The interactive tool displays recommendations to improve the cyber security of the system and enable administra-

tors to implement changes. Notable security checks include encryption of comms and configurations, password management and workstation lockdowns. An expanded suite of third-party application integrations — including access control, AI technology and vehicle identification systems — coupled with Synergy's existing open-integration capabilities, enables flexibility. From system health check dashboards and maps to incident management and the ability to attach footage and comments to incident reports, Synergy 3 has been designed to help users work faster and smarter.

SYNECTICS // www.synecticsglobal.com

Quiz Answers

Here are the answers to 5-Minute Tech Quiz which appears on page 83.

1. D
2. D
3. B
4. A
5. C
6. A
7. B
8. C
9. D

Now take the Five Minute Tech Quiz online!

Take the test and get your scores instantly. You can even compete with your co-workers for the highest score or print a certificate with your official score.

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WWW.NEDAPIDENTIFICATION.COM

Nedap Develops Online Knowledge Center

Nedap has developed a central resource for all technical support-related questions: its new Knowledge Center. Find FAQs, application notes and contact details from the global technical support team at *https://bit.ly/2FvqUy7*.

WWW.VECTORSECURITYNETWORKS.COM

Vector Launches New Website

Vector Security Networks launched a new website, which offers an easy-to-navigate user experience showcasing the company's capabilities. The site highlights Vector's expertise in industry-specific markets, and includes a blog. Find it at *www.vectorsecuritynetworks.com*.

WWW.AES-CORP.COM

AES-Corp.com Introduces a New Look

AES Corporation introduced a new and improved website that provides a more streamlined experience, including many new features that help make doing business with AES easier. Now, find helpful product and support search fields with automatic suggestions; more product images with multiple views; more detailed product information; and how-to videos at *www.aes-corp.com*.

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Website revealed on Page 101.

WWW.GENETEC.COM

Genetec & Intel Produce e-book on Smart Cities

Genetec and Intel have co-authored an e-book, "Enhancing Public Safety: Considerations for Building Safer, Smarter Cities," to help public safety organizations navigate options and evaluate different technologies. The e-book covers how to successfully transform cities by establishing clear priorities, encouraging stakeholder participation and implementing a connected technology infrastructure. Download it at *https://bit.ly/3kLepyy*.

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