



Quick Response is proud to announce that we are now officially certified as a Telguard master reseller. Telguard Interactive allows consumers to remotely arm, disarm, and receive system notifications conveniently through their smart phones. As a Quick Response dealer, you can now enjoy convenient centralized billing and avoid second-party setup and activation fees on this state-of-the-art service!

## Announcing Our New Facility!

**Q**uick Response has acquired a new building and we are currently redesigning it to become our Corporate Headquarters and Primary Central Station. This new facility will possess the latest in networking capabilities and redundancy to assure our dealers the best in continued communications for their systems.

Since disaster recovery is always a concern, we are putting the finishing touches on our backup disaster monitoring facility. This other facility is fully redundant to our primary Central Station, connected by a dedicated fiber-optic link to ensure the fastest, most reliable data transfers available. The automation system at this disaster backup facility will constantly be updated from the main center. If a disaster occurs at the main center, the disaster backup facility automatically goes on-line. There will be no need to manually transfer data or forward any phone lines – we will

have the capability to monitor from the disaster backup facility within a matter of minutes!

The new building will also feature a conference center, training facilities, and office space that can be utilized by you or your customers when needed.

We are planning to move our current Euclid facility to our new Primary Central Station mid-Summer 2012. Sometime thereafter, we will move our current main station to this new facility as well. Combining these highly-experienced teams into a single facility that's designed to make things more efficient for them will assure the successful launch of the "new" Quick Response. These transitions positively increase our ability to maintain our current (or even higher) levels of dealer and subscriber service! Further details on our new facility and Quick Response's new technology upgrades will be revealed in our next issue.

## Coming Soon!

Soon, we will be introducing a new version of [www.quickresponse.net](http://www.quickresponse.net)! Not only will we have a new look, you'll also find:

- **Updated information**
- **Downloadable forms**
- **More things than ever to make working with us as easy as possible!**



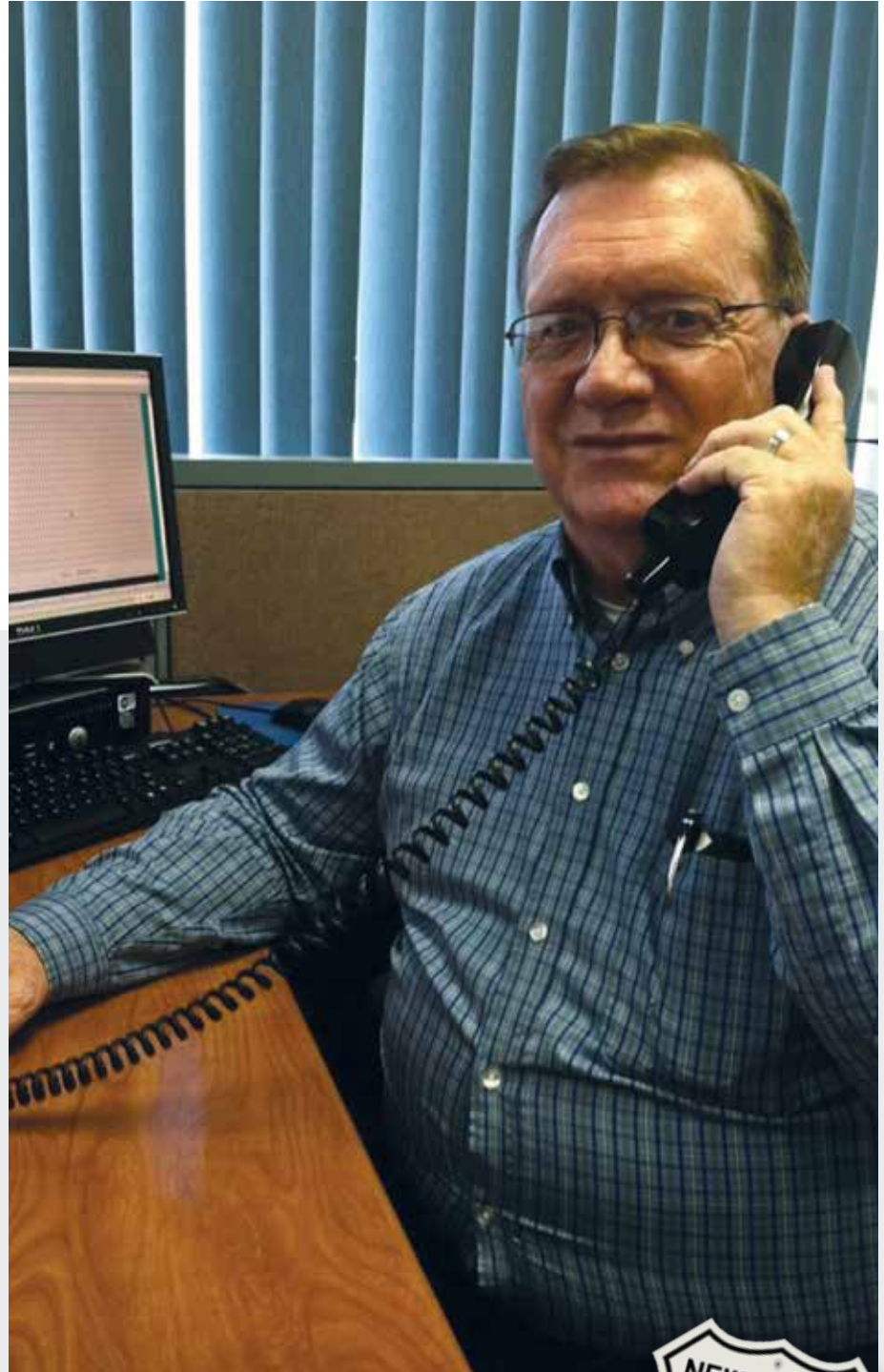
# Jim Beck | Central Station Manager

I started in August 1989 as an operator on 2nd shift. At that time, we were only partially automated. I had five receivers at my station. When an alarm came in, we had to read the tape and enter the account number and code/zone into the computer. The account would then appear on the screen and we would handle the alarm as instructed. We have come a long way since then. I then went into Sales, to 2-way Central Station Manager, to Dealer Liaison and am now the Central Station Manager. Many of the dealers with us today are the same ones that signed on with us back then.

“The future is bright for all our employees and dealers, and it is exciting to see new vistas opening for everyone.”

We have had many good employees come to us and make a positive impact. It is always enjoyable to come in and work with employees that I have worked with over the years. It has maintained its family atmosphere through the years with the employees and dealers. We have a synergism working unlike any other place I have known.

The future is bright for all our employees and dealers, and it is exciting to see new vistas opening for everyone. We will ALL excel in the coming years, and I can't wait to see what the future has in store for us!



We are very pleased to announce Jim's transition to Dealer Liaison in New Mexico for our entire Southwest region! Jim's role ensures that our customers in the Southwest continue to receive the same level of personalized service and care they've come to expect from Quick Response. Jim looks forward to seeing and working with each of you soon!



## Patty Childers | Data Entry

**I** have been an employee with Quick Response for over 23 years, in both the operating center, as well as the data-entry department. I began working here when sound boards were considered cutting-edge technology! During my time here, I've been fortunate to witness the rapid changes in technology and how they've been implemented in the alarm industry – specifically, within our own company.

I really enjoy my job, inputting data, and problem solving. I equally enjoy talking to our alarm dealers and assisting them to ensure that we have as much of their account details as possible.

“I've been fortunate to witness the rapid changes in technology and how they've been implemented in the alarm industry – specifically, within our own company.”

Our entire data-entry department makes a great team, and I look forward to spending the remainder of my career working within this great company!

## Storm Season is Quickly Approaching!

**S**torm season will soon be upon us – do you have a storm procedure set up? Thunder storms, high winds and water leakage from rain are just some of the reasons to blame for the major increase in calls received during storm activity. When these types of severe storms occur, we can receive thousands of signals in a single shift.

This is when having a storm procedure in place is extremely helpful, and we can be of assistance in getting one put together for you. You can have it arranged so that when storm activity occurs, the signals of your preference are automatically cleared using our Disaster Storm Mode. With this storm processing feature, we can completely clear any AC power failure signals/low battery/trouble/supervisory signals from being notified on. Sometimes, there are so many signals coming in that by the time a customer is being notified on it, they have already discovered that their power is out. This situation can be avoided by utilizing Disaster Storm Mode.

We can set this helpful feature up by the type of signal, i.e. AC fail, trouble, etc., AND it can be utilized for residential, commercial, or both. Storm processing mode can also be set up to function **ONLY** during severe weather, or you may choose a timeframe to handle storm processing mode that fits your specific needs.

*For more information, or to get started, please contact Mike Lamberson at 1.800.462.5353.*



# Visit us at ESX – Nashville!

If you are planning to attend the Electronic Security Exchange's convention in Nashville, TN being held June 25-29, make sure you stop by and visit Andy Ramos at the Quick Response booth, #1017!

ESX is the only major national trade event focused purely on the needs of installation, integration and monitoring companies. ESX offers business, product and market information and connections invaluable to these companies, and focuses intensely on the growth and maintenance of their key asset – RMR.

## Win a \$250.00 Voucher\*

- 1) Send an email to [newsletter@quickresponse.net](mailto:newsletter@quickresponse.net)
- 2) Type "Booth 1017" in the subject line

\*Voucher has a value of \$250.00 to be used for Quick Response monitoring services or at the distributor of your choice. Winner will be randomly selected on June 30, 2012.



For full details on attending this exciting event, visit [www.esxweb.com](http://www.esxweb.com)

### Quick Response

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