

SimsWare

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Winter 2009

Happy New Year From SIMS

*We all here at SIMS wish you
and yours a very happy and
prosperous 2009!*

Ken Utley, Kim Utley, Keith Utley

Steve Ryckman, Dixie Vasquez

Tammy McMillan, Tom Utley

Carlos Gutierrez & of course



Roxi & Bebe

*Get started in the new
year with a quote for
SIMS III software and lock
in the introductory pricing.*

SIMS Welcomes These New Customers To The SIMS Family

- Security Group (T), Dar Es Salaam, Tanzania
- JSC Ogrisauka, Vilnius, Lithuania
- Shalk Electronic Security, Hampton, Jamaica
- Stanley CSS, Santa Ana, CA
- Vale Do Lobo Servicos, Almancil, Portugal
- Infynia.com Saint-Laurent, QC Canada
- Howard County Ellicott City, MD
- Gulf Master Kuwait City, Kuwait
- INPOD d.o.o. Maribor, Slovenia
- Rochester Institute, Rochester, NY
- Telepunto Electronica, Bogota, Colombia
- ING ACCI SAT, Amsterdam, Holland
- Certis Cisco Indonesia, Jakarta, Indonesia
- Rapid Response Monitoring, Syracuse, NY
- Infinity Monitoring, Elk Grove Village, IL
- GE Security, Irvine, CA
- Alarm Center, Lacey, WA
- Loss Prevention Services, Clemmons, NC
- Securenet, Long Island City, NY
- National Monitoring Center, Irving, TX
- Watchlight Corporation, El Cajon, CA
- Bexar County Sheriff, San Antonio, TX

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Guard Tronic, Inc.



A SIMS customer since 1991 and founded in 1959 by Ken Gilbert, Guard Tronic, Inc. has grown to be a leader in Arkansas. Started as both an electronic and physical security company, Ken hired four of his brothers (last name Gilbert) and three of his brothers-in-law (last name Brown). Over the years and all the hard work only one Gilbert (Dave) and one Brown (Rick) are left.

Manager, Jordon Brown grew up in the industry as a boss' kid and started working for Guard Tronic during the summers in 1986 at the age of 14. Jordon has been there all along the company's growth and after one year of college, began working full-time in 1991 as an installer/service technician. In 1998, he moved from the Muskogee, OK office into the central station in Fort Smith, and at that time, Guard Tronic had less than 6,500 accounts and since then has grown to over 22,000 accounts in 24 states. As Guard Tronic grew so were his responsibilities and he served as Vice President, Education Committee Chair of the National Electronic Security Alliance and on the Licensing authority for the State of Arkansas, the Arkansas Board of Private Investigators and Private Security Agencies.



GTI provides: burglar alarms, fire alarms, CCTV and access control systems with company accent on our core business which is systems integration.

GTI employs approximately 65 employees in five offices.



Fort Smith, Arkansas
Manager is Jordon Brown
Springdale, Arkansas
Manager is Randy Perry
Muskogee, Oklahoma
Manager is Rick Brown
Little Rock, Arkansas
Manager is Rick Howell
Forrest City, Arkansas
Manager is Lynn McGuire

Keith Wells – Central Station Manager
10+ years experience
Raie Ann Sherman – Central Station Supvr
10+ years experience
Denise Black – Data Entry Manager
15+ years experience



SIMS CALENDAR OF EVENTS

ISC WEST 2009

SANDS EXPO & CONVENTION CENTER

LAS VEGAS, NV

April 1st – 3rd, 2009

GOOD FRIDAY

APRIL 10, 2009

SIMS Will Be Closed For Business

EASTER

April 12, 2009

MOTHER'S DAY

USA

MAY 10, 2009

MEMORIAL DAY

USA

MAY 25, 2009

SIMS Will Be Closed For Business

INDEPENDENCE DAY OBSERVED

USA

JULY 3, 2009

SIMS Will Be Closed For Business

LABOR DAY

USA

SEPTEMBER 7, 2009

SIMS Will Be Closed For Business

ISC EAST 2009

JACOB JAVITS CONVENTION CENTER

NEW YORK, NY

OCTOBER 28TH – 29TH, 2009

10 AM – 5 PM

THANKSGIVING DAY

USA

NOVEMBER 26TH – 27TH, 2009

SIMS Will Be Closed For Business

TeleLogik

If you have not heard, SIMS has released a new version of their TeleLogik that was first released in 1995. The updated version of the TeleLogik also includes new features including Fax and Email on Demand Reports and will serve as the basic configuration to the Level II upgrade due out this summer that will include special functions for the Operator-Less Workstation.

SIMS will feature Microsoft's "Text to Speech" process and the Microsoft Anna voice and Dialogic's "Continuous Speech Processing". Finally automation will initiate the call to customers instead of waiting for them to call us. Best of all when TeleLogik Level II makes these calls it can interpret voice responses from customers. All central stations have customers that have excessive lists of uninterested contacts.

The screenshot shows the TeleLogik application window. The top pane displays a list of operations with columns for Device, Operation, Result, and Information. The bottom pane displays a call log table with columns for Pri, Date, Time, Account, Name, Gp, O/C, Zone, Desc, and Opr.

Device	Operation	Result	Information
doos1C2	gc_walCall	0 - No error	
doos1C2	dc_close	0 - No error	
doos1C2	Termination Event - gc_ReleaseCallEx	1200 - Normal completion	GCEV_RELEASECALL / GCRV_NORMAL
doos1C2	gc_ReleaseCallEx	0 - No error	
doos1C2	Termination Event - gc_DropCall	1200 - Normal completion	GCEV_DROPCALL / GCRV_NORMAL
doos1C2	gc_DropCall	0 - No error	
doos1C2	ATDC_STATE[]	1 - No error	CS_IDLE - Channel is idle
doos1C2	ATPC_STATE[]	1 - No error	CS_IDLE - Channel is idle
doos1C2	Termination Event - dc_play	512 - No error	TDX_PLAY / TM_EDD
doos1C2	dc_playoffdata	0 - No error	
doos1C2	dc_fileopen	5 - No error	C:\Program Files\SIMS\SIMS TeleLogik\PL...
doos1C2	dc_clrdgbuf	0 - No error	

Pri	Date	Time	Account	Name	Gp	O/C	Zone	Desc	Opr
5	05/22/02	10:30:00	01-01-0002	Fiberac, Inc.	SIMS	N/A	-	NOT OPENED	
8	04/14/08	00:00:00	95-01-999999	System Reminder Account		N/A	002	MESSAGE	
8	04/14/08	00:00:00	95-01-999999	System Reminder Account		N/A	001	MESSAGE	
	04/14/08	10:39:00	01-01-0001	Tequila W/iles	ACME	OPN	RIS	OFF TEST	
	04/14/08	10:02:55	98-01-0011	SIMS ConServer Message		N/A	-	FAK OK	
	04/14/08	09:38:50	01-01-0001	Tequila W/iles	ACME	OPN	-	ON TEST	LGK
	04/14/08	09:38:48	01-01-0001	Tequila W/iles	ACME	OPN	-	ON TEST	LGK
	04/13/08	22:55:04	98-01-0011	SIMS ConServer Message		N/A	-	FAK OK	
	04/13/08	11:57:33	01-01-0001	Tequila W/iles	ACME	OPN	-	OFF TEST	LGK
	04/13/08	11:56:58	01-01-0001	Tequila W/iles	ACME	OPN	-	ON TEST	LGK
	01/19/01	08:52:20	01-00-999999	RECEIVER COM3 FAILURE				TROUBLE	LAV

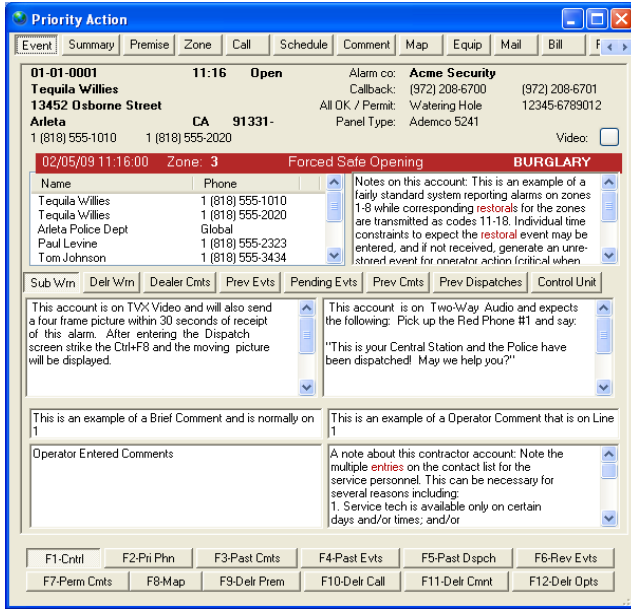
Operators robotically make calls looking for someone or anyone that will respond with the authorities. TeleLogik can handle these mundane tasks. There are dealers that want a call when certain signals are received like Low Battery. TeleLogik can also handle these mundane tasks. Imagine an operator making four, eight or twelve calls simultaneously twenty-four hours a day and three hundred sixty-five days a year. The list is endless and the time savings are sure to make TeleLogik a requirement for all Central Stations.

Visit us at ISC-West in Last Vegas, April 1st-3rd 2009 at Booth 16138. Click on the Free Exhibit Hall Admission icon on our home page for free registration courtesy of SIMS.



Words of Wise Wisdom

- One good turn gets the duvet.
- The early worm gets eaten!
- Never miss a good chance to shut up.
- The second mouse gets the cheese.
- Hotel mattresses are better on the side away from the phone.
- Even when I have pains, I don't have to be one.
- When weeding, the best way to make sure you are removing a weed and not a valuable plant is to pull on it. If it comes out of the ground easily, it is a valuable plant.
- To cheer yourself up, you should try cheering someone else up.



THE FINAL WORD

IT'S COMING SOON! AND IT'S VERY CLOSE!

As you all know by now the anticipated release of SIMS III is scheduled for March 1, 2009. To the left is one of the new revised dispatch screens. Keep an eye on our website, a full demonstration download will be available soon for both the new SQL database and the existing SIMS II database. The SIMS III has the best of all worlds and truly is "Out of This World".

For a free quote on a SIMS III upgrade, the new SQL upgrade or a SIMS III outright purchase, just contact Keith Utley at SIMS (keith-nsf@simsware.com).

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