

A publication for the valued customers of all our outstanding brands.

Superior Security & Safety Backed by Our Award-winning Monitoring

by Alex Flitton, *AvantGuard*

Alarm monitoring helps protect lives and property in homes and businesses around the world and has changed dramatically in the last few years, producing much better results than the classic security guard sitting in front of a wall of televisions with a doughnut and spilled coffee.



Alarm Monitoring Improvements

Security tools like video cameras and motion sensors have improved drastically to help improve false alarm rates, and deliver reliable, loss-prevention tools.

Now, artificial intelligence and integrated technology can do the majority of monitoring work. In fact, modern security technology can:

- Distinguish burglars from other moving objects
- Alert operators and provide real-time footage
- Send automatic notifications to property owners
- Eliminate wasted time watching a wall of TV monitors

Alarm Monitoring Technology

Security cameras can be directly integrated with additional security devices, and the alarm monitoring center to provide direct alerts when an alarm is triggered. For example, if a burglar opens a door and trips a motion or door sensor, the camera can activate and send a video feed directly to an operator who can then make calls to police and property owners.

What does the monitoring process look like?

Of course, it depends on the type of alarm and the events that a device is looking for. As an example, fire alarms are different from security alarm protocols because of how response times influence the outcomes and benefits.

Nowadays, most low-priority alarms can be handled by delivering electronic notifications to the system owner. If a battery gets low, for example, a simple text will let the owner know that it needs to be replaced.

A high priority, on the other hand, like a detected fire or intrusion, will require an operator response, reaching out to police and property owners alike to inform them of the situation at hand, and allow them to respond accordingly.

PRESIDENT'S MESSAGE

Continued Strategic Growth Benefits All Customers

I am pleased to announce that on May 17, we purchased Watchguard Security Solutions, the largest security and fire alarm company in Jackson, Wyoming.



With this acquisition, we have expanded our footprint to include Jackson and the surrounding communities. Jackson is our second office in Wyoming and our 12th location in the Mountain West. We have hired five new alarm professionals and two more are relocating to Jackson in the coming weeks to better serve the region.

Watchguard was most recently owned by a large corporation located in Charlotte, North Carolina. I believe the Watchguard customers will appreciate being a part of a third-generation, family-owned business located close to home in the Mountain West.

We will be re-branding the business as Mountain Alarm Fire & Security over the next year. We look forward to providing the Jackson customers the same high level of customer service that our customers have come to expect in all our other locations.

Eric Garner, President

Call 1-888-349-3455 for customer service, and remember to test your system monthly!

Mountain Alarm Family Grows with Merger in Legendary Jackson

Mountain Alarm recently acquired Watchguard Security Solutions in Jackson, Wyoming. Merging our operations creates a stronger, more efficient company.



New Mountain Alarm location details- formerly Watchguard Security Solutions
1560 Martin Lane
Jackson, WY 83001
307-733-5844

As a family-owned company, Mountain Alarm's passion has been the alarm business for the past 67 years. We look forward to being part of the Jackson community and providing the unparalleled customer service the Mountain Alarm family of companies is dedicated to.

By combining Watchguard Security's highly qualified technicians and customer service agents with our team, we will build on the best of both organizations to work more

efficiently and productively for all of our valued customers.

The Jackson location will soon operate under the Mountain Alarm brand, but the office location will remain the same as will our hours and primary phone numbers.

New Kenco Office Nearing Completion

Located at 3477 Mountain Pass Road in Billings, our new multi-purpose Kenco facility is scheduled to be completed in July 2019.



office hours will remain the same.

Please call our Billings office at **406-245-4946** if you have any questions.

Just as a reminder: Your alarm monitoring will not be affected while we move to



our new building and all of our current contact information and

We're excited about the new and improved office and the future of Kenco Security and Technology serving all of Montana.

ENTERPRISE SECURITY | **TOP 10 PHYSICAL SECURITY**
CONSULTING/SERVICES COMPANIES - 2019

Enterprise Security Magazine recently named Mountain Alarm as one of its Top-10 Security Companies for 2019.

Four Great Uses for an Alarm.com Doorbell Camera



Your front entry is a busy place. With visitors dropping by, kids racing to and from school, and packages arriving, it's hard to keep track of all the activity.

Thanks to their ability to show you who's at the door, no matter where you are, doorbell cameras have become a must-have. Because these doorbell cameras are fully integrated into your security system and powered by Alarm.com, your doorbell camera offers many ways to make everyday life easier.

1. Answer the door from anywhere

An Alarm.com-powered doorbell camera gives you a safe, smart way to see who's at the door, no matter where you are.

When a visitor rings the doorbell, you get an Alarm.com smartphone alert. Open your Alarm.com app and you'll see a video feed of who's there, with a microphone icon that you can press to start a conversation through the doorbell. Given that burglars often ring a home's doorbell as a precaution, this makes your video doorbell a great crime deterrent.

2. Protect a package from thieves

If you have a smart lock, you can go a step further and unlock your door remotely. This is great for protecting valuable deliveries that would otherwise be left on your porch.

With the 'unlock' icon underneath the doorbell's video feed in your app, tap once to unlock your door and ask them to leave the package inside. When they're done, use your app to lock your door and watch them leave.

3. See and share suspicious activity

The video doorbell is also a full smart home security camera, ready to capture and send you footage of suspicious activity in your front yard or porch area.

A visitor to your porch will trigger a motion-activated video recording, even if they don't press the doorbell. You can have these clips delivered to your phone right away, where they're easy to download and forward to a family member, neighbors or local police department.

4. Keep up with your kids

It's easy to create a custom alert, triggered by your kids' user codes, that sends you a video clip of them arriving home every day. It's a great way to make sure they're home safe and who's with them.

P.S. It's also a doorbell.

