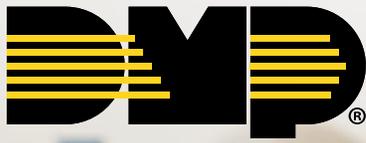


ISSUE 1 | MARCH 2022



Security Dealer DIGEST

Where We Came From, and What That Means for Your Business Today

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Integration Continues to Expand
pg. 18

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Training Opportunities
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DMP Cares: How We're Building
a Culture of Generosity
pg. 42



Life Safety is What They Want After All

- When your customers' lives are resting in your hands, why settle for anything less? The 1100T is the industry's only wireless translator listed and approved for life safety.
- One translator makes it easy to take over DSC, Interlogix, Honeywell 5800 and 2 GIG Series systems up to 128 zones, all without replacing existing smoke and CO detectors.
- Enjoy the freedom of placing the wireless translator anywhere you want regardless of where the control panel is located.



ANSI/UL 1023 ANSI/UL 985 ANSI/UL 864 ANSI/UL 2610

While other manufacturers either can't or won't... we do.

When you're ready to meet your customers' needs with true life safety, check out DMP.com/LifeSafetyAfterAll.

EDITOR'S NOTE



Mark Hillenburg,
Vice President
of Marketing

Welcome to the first issue of DMP Security Dealer Digest!

Over the last couple of years, our industry's publications have almost all gone to online or digital models. But many of our dealers say they don't love that idea. So, we decided to jump into the publishing game!

Of course we don't aim to compete with the industry publications, nor can we replace them as, for the most part, they do very good work and play an important role. But when it comes to a printed resource, Security Dealer Digest can be one to rely on for all things about DMP.

We realize there are numerous things competing for your time and attention. But sometimes we've noticed, even though we sent out an email or hosted a webinar or updated our website, some of our best and most important customers don't know about a new feature or product that can save their business time and money. Security Dealer Digest is another way to stay informed.

As a digest, it will largely be made up of content that has been published in some other manner, although we hope to include some feature exclusives and maybe even guest articles from some of you. After all, the opportunities to share best practices and learn from each other is what our dealers say they enjoy most about our two Executive Dealer Roundtables each year. Hopefully, Security Dealer Digest can be another way to share and learn from each other.

Each quarterly issue's editorial calendar is filled with ideas. But if you'd like to see something in particular or have a great idea, please contact me at MHillenburg@DMP.com. I'd love to hear from you. Thanks for reading the very first issue of Security Dealer Digest.

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EVENTS RECAP



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TECH SUPPORT FAQs



THE SALES SKINNY: THREE KEYS TO SUCCESSFUL SELLING



SALES EXCELLENCE TRAINING TOUR



HOW WE'RE BUILDING A CULTURE OF GENEROSITY



HAPPENINGS

EVENTS RECAP



Executive Dealer Roundtable, Tucson, Arizona
On stage: John Loud, LOUD Security and John Bazyk, Command Corporation

Technician Bootcamp Class #0122



A few years ago, dealers asked if we would create a paid training class at our Headquarters, which they could send their technicians to, and the Technician Bootcamps were born.

"This training has been one of the best I've been to in my career. The trainer is very informative and very good at helping and explaining situations and questions! This whole week has been very informative and the staff was very professional and courteous." - Edwin Golden, GSSC

Sales Academy Class #0222



Jack Conard travels the country providing Sales Academy sessions to DMP dealer salespeople — over 800 last year alone. Here is Jack at a recent Sales Academy at our Headquarters in Springfield, Missouri. To find the next Sales Academy, scan the QR code in the lower right-hand side of the opposite page.

"I thought I had it all figured out. Jack defined a process and strategy for prospecting, presenting and closing the deal. I'm blown away!" - Ron Frank, Smith Hamilton

Dealer Roundtable February 21-22



Nearly 80 dealers from around the country attended the Executive Dealer Roundtable in Tucson, Arizona. Attendees heard presentations on topics ranging from how to hire and onboard new technicians, to creating a company culture, sales forecasting and KPIs.

"I continue to be impressed with the attention to detail I see with all that DMP does. This event was great to hear ideas from other dealers and the Q&A during each presentation was great." - Jeremy Bates, President, Bates Security

Advanced Technician Bootcamp Class #0222



This is for technicians who have completed Technician Bootcamp or those with years of on-the-job experience. Advanced Technician Bootcamp tests your knowledge on all the advanced features and applications. If you think you have what it takes, sign up for the class.

"Using challenging real-world scenarios really is good to see how to troubleshoot and solve real-world problems." - William Lowe, GSSC

Technician Bootcamp Class #0322



After completing Technician Bootcamp, graduates receive their certification and DMP Master Tech Challenge Coin. Congratulations!

One of the highlights of the day is always the group photo in front of the big flag. If you have questions about Technician Bootcamp, please refer to our website. Or give us a call.

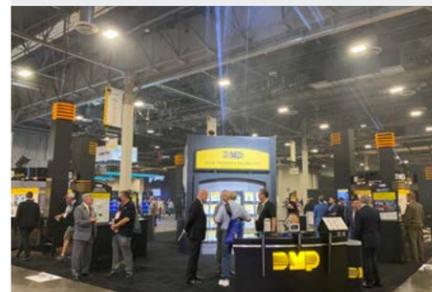
Owners Forum March 22



The annual DMP Owners Forum, held the day before the ISC show in Las Vegas at the Four Seasons Hotel, had a record number of DMP dealers in attendance.

The day was filled with panel discussions with over 20 of the security industry's biggest names discussing how to make your company more valuable. This year's keynote featured author and speaker Scott McKain on how to create the Ultimate Customer Experience® for your company.

ISC West March 23-25



ISC West is the leading comprehensive security trade event in the U.S. held annually in Las Vegas in the spring.

At ISC West, you have the chance to network and connect with thousands of security and public safety professionals, learn from the dynamic SIA Education programs plus explore the latest technologies in access control, alarms and monitoring and video surveillance. As always when you're on the show floor, to find DMP...just look for the lasers!

UPCOMING



SALES MANAGEMENT
ACADEMY

MAY 10-13



MAY 17-20



JUNE 14-17



SEPTEMBER 12-14



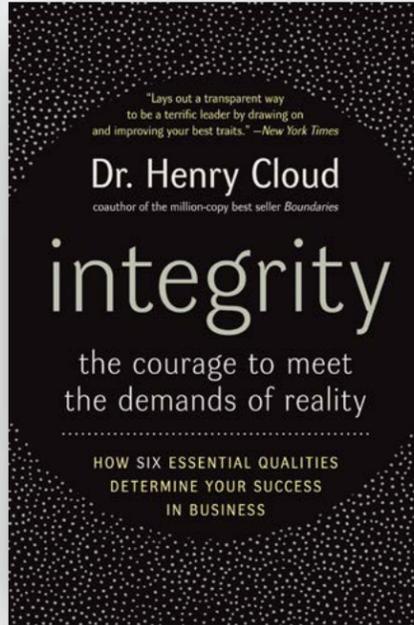
DMP EXECUTIVE
ROUNDTABLE
DEALER

OCTOBER 3-4

View all upcoming events
and trainings here:



DMP BOOK CLUB:
Integrity by
Dr. Henry Cloud



Integrity — it's more than just simple honesty, it's the key to success. A person with integrity has the ability to pull everything together, to make it all happen no matter how challenging the circumstances. Drawing on experiences from his work, Dr. Henry Cloud, a clinical psychologist, leadership coach, corporate consultant and nationally syndicated radio host, shows how our character can keep us from achieving all we want to (or could) be.

In *Integrity*, Dr. Cloud explores the six qualities of character that define integrity, and how people with integrity:

- Are able to connect with others and build trust
- Are oriented toward reality
- Finish well
- Embrace the negative
- Are oriented toward increase
- Have an understanding of the transcendent

Integrity is not something that you either have or don't, but instead it's an exciting path that all of us can engage in and enjoy.



DMP EXECUTIVE
ROUNDTABLE
DEALER

SAVE THE DATE
OCTOBER 3-4, 2022

THE OMNI RICHMOND HOTEL
IN RICHMOND, VIRGINIA



"We are a 42-year-old business and I have found something at each Roundtable that we have attended to take back to our company to help us with our continued growth and internal processes. You shouldn't say 'I'll do it next year.' You should just schedule it NOW!"

**-Steve Berniklau, Dealer Roundtable Attendee
President of Industrial & Commercial Security Systems**

THE DMP AWARDS 2021



DMP Honors "Best of the Best" at the Annual Awards Presentation to Recognize Top Dealers at the Owners Forum



Madelynn Innes,
Copywriter
and Editor of
Security Dealer
Digest

If you've attended the DMP Owners Forum, you know it's an exciting premiere of our newest security solutions and an equally rich exchange of best practices among DMP's top 100 dealers. A select group of those dealers were the recipients of the 2021 DMP Dealer Awards.

"We're honored to work with many of the finest professionals in the industry, and we're especially pleased to celebrate our award recipients," says DMP Vice President of Sales Mark NeSmith. "We're very proud of their accomplishments, as I'm sure their peers are as well. What better place than our Owners Forum to recognize them."

DMP established the awards program to recognize outstanding dealers based on various criteria, including 10- and 25-year milestones as a DMP dealer. "DMP has been blessed with many longstanding and loyal dealers — we wanted to recognize that within our Milestone Award." Also included in the awards program is DMP's Sales Recognition Awards,

which spotlight Silver, Gold, Platinum and Diamond level sales accomplishments in 2021, as well as Dealer of the Year Awards for 2021 in a variety of categories.

The DMP Awards are presented at the Owners Forum each year, which is the day before ISC West in Las Vegas. "The DMP Awards allow us to recognize and say thank you to our best dealers."

For more than four decades, DMP has been built on a foundation of innovation, integrity and responsiveness," NeSmith adds. "We've been blessed with continued growth in business, and our dealers are a vital secret to that success. Their level of professionalism and commitment is what inspired us to create the DMP Awards — to recognize those who we believe represent the best of the best."



GOLD DEALER
THE DMP AWARDS 2021

DIAMOND DEALER
THE DMP AWARDS 2021

DEALER OF THE YEAR
THE DMP AWARDS 2021

PLATINUM DEALER
THE DMP AWARDS 2021

FEATURE UPDATES

Improved Central Station Test Failure Procedure

The recently released panel firmware Version 213 lays the groundwork for an exciting new troubleshooting tool that alerts you if a chosen communication path has failed to test with the central station. You'll have everything you need all from Dealer Admin™, including the ability to run communication tests to verify which, if any, customers you need to contact. You'll also know whether it's the cellular or network path that isn't working properly, so you'll be prepared to offer customers the kind of proactive service they appreciate and remember.

XT and Com Series™ Updates Enhance Visitor Management

When users are on vacation or away from work for an extended time, now their credentials can be deactivated. With Version 213, this simple programming option guarantees those users can't enter the premises or disarm the system during their time off from work.

Also with Version 213, the scheduled user programming option is available for all XT Series™ and XTL Series™ panels, which allow users to be tied to a specific schedule programmed into the panel. For commercial customers with XT30 panels, this gives them more power and flexibility to manage users more effectively.

For more details and updates, visit:



Carbon Monoxide Annunciation with Temporal 4 Cadence



Effective January 6, 2022, your customers' wireless systems can now provide added protection against the threat of carbon monoxide (CO). With this update, the 1135 Wireless Siren can be programmed to annunciate CO alarms with a distinct Temporal 4 cadence to warn individuals on the premises of the potentially life-threatening situation.

Fire alarms typically use Temporal 3 cadence, but in the event that a customer's carbon monoxide detector goes into alarm, the 1135 siren alerts occupants with a different annunciation pattern so they can more easily identify the emergency.

NEW PRODUCT

Pre-Programmable Zone Expansion Modules

DMP's 711S Zone Expansion Modules are now programmed into the panel via a 10-digit serial number. This means you'll be able to pre-program the modules ahead of time. Then at the job site, your technicians just install and test the equipment. Simply scan the barcode into Zone Information with the Tech APP™, and the modules are ready to go. Compared to the time spent addressing the modules with rotary switches — plus the time it takes to train your technicians — this solution can give you a definite way to reduce your labor expenses and installation time.

Customize your Touchscreen Keypads Online



The process to order SD cards for customized Graphic Touchscreen Keypads is now completely online. For you, this means no more scanning forms or waiting for email replies. We hope you'll enjoy the convenience of previewing your changes in real time.

Step 1: From the Marketing Central homepage, go to *Private Labeled Products*.

Step 2: Select *Custom Graphic Touchscreen Keypads*.

Step 3: Select one of the *Customize* buttons.

Step 4: Upload or select your logo from the gallery, fill out any contact information you'd like to display on the keypad and select the *Preview* button to view your changes. When you're finished making edits and are happy with the two previews, select *Done*.

Step 5: Select the *Add to Cart* button. After this, you can select the number of SD cards you want to order by selecting the small *Add to Cart* option directly under the quantity.

We currently offer three SD cards with the purchase of the keypad customization and an additional 10 pack.

If you have an existing keypad design and would like to place an order of 10 SD cards, please reach out to PrivateLabel@DMP.com.

Once you have checked out your cart, we will create your cards and ship them within two weeks.

For any additional questions, contact MarketingCentral@DMP.com.

Stop Wasting Time Maintaining Two Personnel Directories

When Entré NOC™ customers need to add, edit or delete panel users or operators, they'll never again have to make that change in more than one place. Now, with the release of Entré™ Version 9.0, changes they make in their personnel management directory will automatically get pushed to their panels in Entré.

This is available today for all Entré NOC customers, thanks to a new integration with Microsoft's Active Directory and LDAP 3 directory services. Secure LDAP, which stands for Secure Lightweight Directory Access Protocol, provides the communication language that makes it possible for Entré to share compatibility with Active Directory and LDAP 3 directory services.

Other features in the Entré Version 9.0 release:

- **Add Multiple Panels Simultaneously** — Multiple licensed operators can now add panels to Entré at the same time. There's no need to wait while another panel is being added.
- **Change Zone Type** — Area zones can be changed to 24-hour zones and vice versa. This provides greater flexibility with panel programming.
- **Faster Driver Startup** — Improvements have been made to the Entré driver. This significantly speeds start-up time.

DUALCOM™ NOW APPROVED FOR USE ON FIRSTNET®

Aaron McGhee,
Product Manager
of Control Panels



Looking for a simple and affordable way to upgrade customers' 3G communicators to LTE? Here's how you can do exactly that — plus give them the advantages of the FirstNet communications platform for all of their alarm communication. DMP's DualCom Universal Alarm Communicator is now approved for use on FirstNet.

FIRSTNET READY PRODUCTS:



DualCom™



FirstNet is built through a public-private partnership between AT&T and the First Responder Network Authority (FirstNet Authority). It's the only nationwide, high-speed broadband communications platform that's dedicated to and purpose-built specifically for America's first responders and the extended public safety community.

You've already been able to use the FirstNet network to transmit alarm signals using DMP's XR Series™ and XT Series™ control panels. Now, you have even more options with FirstNet using DMP's DualComNF-FN communicator.

Not only does the DualCom make it easy to upgrade old systems to LTE, but as phone lines drop out, this solution gives you a way to connect to older panels with dialer communicators only. You're also giving customers the smart home features they want with automated actions, cameras and video doorbell all from the Virtual Keypad™ app. And don't forget, with DMP, you get free network communication.

But that's not all — the DualComNF-FN gives you commercial fire and communication with easy installations. It's engineered with dual tip and ring terminals, working elegantly with existing FACPs. For fire and all security alarm communication, FirstNet gives you 21st Century communication tools to help when moments matter most.

What are the key benefits of using FirstNet?

Using FirstNet for the transmission of public safety-related alarms gives you the advantage of Band 14 – the nationwide, high-quality spectrum set aside by the federal government specifically for FirstNet.

According to the Federal Communications Commission, the location of the 700 MHz Band gives it excellent propagation characteristics. This allows the 700 MHz signals to penetrate buildings and walls more easily and cover larger geographic areas with less infrastructure (relative to frequencies in higher bands).

Is FirstNet limited to certain types of user accounts?

FirstNet can be used by premises alarm units at government facilities, as well as businesses and homes to communicate alarm information through the network. Typical signals would be burglar alarm, fire alarm, medical alarm signals and other related signals.

Who is eligible?

The transmission of public safety related alarms via FirstNet Ready® alarm panels qualifies for FirstNet extended primary service. To offer such panels with FirstNet service, an alarm company must first qualify for, and obtain, a Certificate of Verification from The Monitoring Association (TMA) and enter into a FirstNet Agreement with AT&T. TMA certification ensures that the alarm panels transmit public safety-related alarms to a central monitoring station that verifies the authenticity of the alarm before notifying a Public Safety Answering Point (PSAP) for relay to a public safety agency.

FirstNet and the FirstNet logo are registered trademarks of the First Responder Network Authority.



POWERFUL MONITORING CENTER INTEGRATION CONTINUES TO EXPAND

DELIVERING MULTIPLE BENEFITS TO YOU AND YOUR CUSTOMERS

As of December 30, 2021, more monitoring centers have been added as part of the direct integration between Dealer Admin™ and central station automation software.



Barrett Hillenburg,
Product Manager of Software Applications



For your customers, managing routine system tests has never been easier. But that's not all — Virtual Keypad™ also gives them the freedom to change their emergency contact lists any time they need to.

Imagine it's the weekend and the manager at Bob's Laundromat quits. Without wasting a minute, Bob can delete that manager's name from his emergency contacts, easily with the same app he's already accustomed to using. Whatever the circumstances, now Bob and all your customers can use the Virtual Keypad app or browser to quickly add, delete and edit their emergency contacts, even change the order in which they're prioritized.

You and your monitoring center benefit too

Any changes your customers make are automatically updated in your central station's automation software. No one has to manually enter any contact updates, eliminating duplicate effort and any chance of making mistakes.

Everyone wins

Your Customers. They will appreciate the ability to easily manage their security whenever they need to. Adding these features to Virtual Keypad only makes your customers' experience that much better!

Your Monitoring Center.

Operators can more fully focus on higher priority issues on the

alarm stack. Fewer routine calls may also mean your monitoring center can handle the workload just fine without needing extra operators.

Your Technicians. Rather than having to call the monitoring center to request systems be placed on or off test, now technicians can do it themselves through Dealer Admin or the Tech APP™ — either one without a single call. This remote access to system tests eliminates wasted time during installations and service calls.

This is yours to take advantage of, thanks to a direct integration between Dealer Admin and central station automation software. Whether you're



using Affiliated Monitoring, Rapid Response or another major monitoring center, this integration is available to you at no cost as a Dealer Admin account holder.

From Dealer Admin's Monitoring Center page, select the monitoring center you're using to add the integration. Then, set up Receivers, where you can add as many prefixes as needed to ensure each panel is linked properly to automation.

Also keep in mind, this integration is configurable by the customer. If you have customers for which you want to maintain management of their system tests and emergency contacts, you can. Simply

check the Exclude from Central Stations box when adding or editing Customer Information, and those customers will not be connected.

Don't see your monitoring center?

This integration is free to you and every other DMP dealer, regardless of the monitoring center you're using. If your monitoring center isn't in the drop-down list, you'll be able to create a custom integration directly from this page.

MONITORING CENTERS



AUTOMATION VENDORS



New Features in Dealer Admin™ and Virtual Keypad™ Maximize Convenience Without Sacrificing Security

Managing DMP security systems should never be complicated — but you'd never want to sacrifice real security for convenience. With DMP's recent updates in Dealer Admin and Virtual Keypad, you and your customers can have even more of both.

BY MADELYNN INNES

Two-Factor Authentication can now be required to log in to Dealer Admin and Virtual Keypad accounts. Now you and your customers can require users to enter a security code they receive via text or email every time they log in. Even if someone gained access to a user's password, access to the account still wouldn't be allowed without the user's trusted phone or computer to receive the code.

Two-Factor Authentication ensures the person trying to log in is who they say they are. It's an important step you can take to lock down access to Dealer Admin so you can take full advantage of managing your accounts remotely.

Likewise this additional level of security is ideal for Virtual Keypad users — and especially opens new doors for Virtual Keypad Access™, particularly among customers in the banking sector. Now your customers can manage access and security from their mobile

devices and computers and enjoy the peace of mind knowing their Virtual Keypad accounts are protected.

Multi-login management
Customers with more than one dealer can now access all of their systems with just one email and password. When your customers log in, they'll see a list of all their systems, then click on the one they want to open. It's that easy.

Imagine you have a customer with a home alarm system in your local area. This customer also owns a vacation home in Florida with an alarm system monitored by a DMP dealer in that area. Now, your customer can access both systems from a single login.

But what about users with multiple logins? Virtual Keypad's new Combine Login feature allows customers to use a single email and password login to access all their systems.

Dealer Admin™

Like today, when you or your customers create new app users, our standard "welcome" email is automatically sent to them with a link to finish setting up their accounts. Likewise, when users select the Forgot Password option, they'll receive an email with a link to reset their passwords.

This means your customers are in control of their own passwords and can make them whatever they want. And you're no longer obligated for this sensitive security information.

If you have questions about Two-Factor Authentication or Multi-Login Management, please contact DMP Inside Sales at 877-757-4367 or at InsideSales@DMP.com.

Now your customers can manage access and security from their mobile devices and computers and enjoy the peace of mind knowing their Virtual Keypad accounts are protected.

WHERE WE CAME FROM

AND WHAT THAT MEANS FOR YOUR BUSINESS TODAY

Rick Britton,
Chief Executive
Officer



My father, Marvin Britton, started Atlas Security in Springfield, Missouri in 1962. We started with fire alarm systems, burglary systems and telephone answering services. In the early days, the two of us manned the central station on Friday nights. By the time I was a teenager, I was installing and servicing alarms during the summer break; I pretty much grew up in the installation and monitoring of alarm systems.

After returning from college, I continued working at Atlas. We quickly saw we could build products that fit us better as a central station. In 1975, we began the development of products to automate direct-wire and McCulloh systems in the central station. As the development grew, DMP was formed, first as an R&D department of Atlas then as a manufacturing company. A combination multiplex, direct-wire and McCulloh fire/burglary receiver was introduced, with all three systems interfacing into the same mini-computer. It was then that we began offering products to central stations nationwide. Among the first were Jewelers Protection, National Guardsmen, Robinson Protection,

Rhode Island Electric Protection, Automatic Burglar Alarm and Wells Fargo Alarm Services.

Then, as now, the real cost and challenge of running an alarm business is labor — while the cost of equipment comprises about 10% of monthly expenses, labor is about 50%. Therefore, the idea behind those original designs was simple: use intelligent design and operation to lower the labor costs. As it turned out, the designs didn't add much to the material cost or the cost of the products, but it did make Atlas more profitable.

In those days a warehouse or office could have 10, 20 or 50 doors and sensors on a zone. When the alarm didn't arm at closing time the customer called and a technician was dispatched to fix it. Often the tech just had to close a window or door. But that takes a lot of service technicians ready to go all over town at 5 p.m. and again at 9 p.m. when most commercial customers closed. With an alphanumeric keypad, individual zone numbers and names, the customer knows the exact location and has the option of bypassing the zone and arming the system. If there is a real problem, the service call can be scheduled for the next day. It's

hard to believe we all made the business work without the features we all take for granted today.

Central station telephone traffic was an enormous cost in those days. Customers had to call before they went into a fully supervised system; all of the schedules and codes were kept in our files or computer systems in the central station. The early DMP systems gave customers the ability to add, change and delete user codes or change their own schedules with no alarm operator labor. In the early 80s, panels were developed with removable communication modules to allow the panel to communicate with high security multiplex, the DMP dialer format, multiple existing dialer formats and even analog cellular services. Soon encrypted data networks and remote programming were added; you could change to any of the communication formats without changing the panel or user operation. We never wanted to have to change the panel or retrain users and operators just to improve the communication path; keep the labor costs contained.

And now, with every new product and service, the idea behind our designs is still our driving

force; make you, the dealer, more profitable. You see it in the monitoring center integration and Dealer Admin™ that allows for programming templates and auto programming. The marketing portions of Dealer Admin lets you target existing customer needs with very minimal labor costs.

Starting out as an alarm company, not a manufacturer, has given

us insights that have benefited customers for over 47 years. Our commitment to listening to our customers, anticipating their needs and responding quickly with innovative solutions that work is what continues to drive us into the future. We love hearing the new ideas you have, and I am anxious to see what we can develop for you next.



DMP Summer Summit 1993 – Employee Photo in front of DMP, then located at 2841 E. Industrial Ave.



"Then and Now," with David Peebles and Marc Mills

DMP UNIVERSITY Training Opportunities



With our vast world-class training options, you and your employees can gain intensive product knowledge, sales insights and leadership training through online courses or in-person training at DMP Headquarters.



Training hosted at DMP Headquarters in Springfield, Missouri



Training on-site for you and your team at your company



Online training, videos and webinars

TECHNICAL TRAINING



Hosted at DMP Headquarters, this bootcamp is designed to immerse technicians in DMP products and culture. Hands-on training labs are geared to dealer technicians who have basic alarm installation experience, basic computer skills and mobile app exposure.

TECHNICIAN BOOTCAMP



For those who have a greater understanding of DMP's higher level programming. Technicians who passed our Technician Bootcamp are invited to take this course, hosted at DMP Headquarters.

ADVANCED TECHNICIAN BOOTCAMP



This class includes hands-on instruction for Entré™ certification. Prerequisites required before enrollment in an upcoming class. Certification requires full attendance in the three-day class and a passing score on all certification exams.

ENTRÉ CERTIFICATION



Instructor-led, on-site training for your team. Each course consists of interactive classroom training, combining traditional classroom-style teaching with hands-on training.

CONTROL PANELS AND OTHER HARDWARE TRAINING



Instructor-led, on-site training for your team. These training courses provide an understanding of the basic features, how programming effects the systems and the correct way to program each software.

SOFTWARE TRAINING



Instructor-led, on-site training for your team. These courses engage technicians, programmers and salespeople with end user training from a keypad and Virtual Keypad™.

END USER TRAINING

SALES TRAINING



Solid sales strategies that will last a lifetime, taught at DMP Headquarters. Whether you're in commercial or residential sales, this class will teach you sales techniques to use when speaking to prospective customers.

SALES ACADEMY



Sales Management Academy provides the tools you need to be an effective sales leader. You will learn how to onboard and train and how to assess salespeople to promote their growth and development.

SALES MANAGEMENT ACADEMY



Instructor-led, on-site training for your team. This class teaches a methodology to generate leads and self-generate sales through value, exceptional customer service, integrity and professionalism.

UPSELLING TRAINING



Instructor-led, on-site training for your team. This class is an abbreviated version of Sales Academy that gives each salesperson an opportunity to learn from other sales professionals. An overview of sales and product training is provided to ensure you have the necessary skills to be successful.

SALES SKILLS TRAINING

ONLINE TRAINING



World-class training online. Gain intensive product knowledge, sales insights and leadership training through online courses. Become more competent and confident in your product knowledge with online, on-demand courses.

DMP UNIVERSITY (LMS)



Produced in studio at DMP Headquarters. Virtual events to help you and your team succeed. Past virtual events are also available for viewing.

WEBINARS



Training videos available online at DMP.com. All your questions answered about DMP products with this series of training videos. These training videos provide how-tos on DMP products, software and hardware.

TRAINING VIDEOS



Online training that provides Entré Lite certification. Completion of prerequisites before enrollment. Certification requires a passing score This certification class is for Entré Lite only.

ENTRÉ LITE™ CERTIFICATION



HOW TO SCHEDULE INSTRUCTOR-LED CLASSES



Tim Nissen,
Director of
Technical
Training

If you'd like to take advantage of DMP's Instructor-Led Training, we offer both technical and sales training that are simple to schedule and designed for your convenience. Depending on what region of the county you're in, one of our 10 regional training managers (RTMs) can schedule time to come to your office and conduct in-person training. Or it can be facilitated via webinar if you have multiple offices.

Post a picture of your training class and tag us on LinkedIn!



In either case, for hands-on technical training, you'll need a control panel and peripherals for every two people. There should be internet access in the facility where training will be taking place. And each of the technicians should have a smartphone, tablet or computer to use for interactive sessions with the equipment being used in class.

Sales Training Opportunities
You may also be looking for opportunities to enhance your team's sales skills. Take a look at the next page for information on DMP's one-day Sales Excellence Training. Other sales training workshops are also listed on the previous page.

Schedule Your ILT Class Now

For details on either type of training, go to DMP University on DMP.com or scan the QR code below. Find your RTM and let's get training!



SALES EXCELLENCE TRAINING

One-Day Sales Training Workshops Hosted Throughout the U.S.

Sales Excellence Training Tour is designed to give each salesperson an opportunity to learn from other sales professionals by providing a space where collaboration is encouraged to drive sales growth. DMP Director of Sales Training Jack Conard also offers a thorough, yet brief overview of indispensable sales skills needed to succeed in the security sales industry, given his 40 years of experience in the field. He also conducts DMP product-specific training to educate dealers on the distinctives of DMP products. It is an educational, fun and rewarding experience guaranteed to sharpen your skills.

2022 UPCOMING TOUR DATES

- APRIL 13 | RALEIGH, NC
- APRIL 20 | OKLAHOMA CITY, OK
- MAY 18 | SALT LAKE CITY, UT
- JUNE 22 | BOSTON, MA
- JUNE 29 | MINNEAPOLIS, MN
- JULY 20 | DENVER, CO
- JULY 27 | MARYLAND CITY, MD
- AUGUST 31 | PITTSBURGH, PA
- SEPTEMBER 14 | DALLAS, TX
- SEPTEMBER 21 | DETROIT, MI
- OCTOBER 12 | ANAHEIM, CA
- OCTOBER 19 | BUFFALO, NY
- NOVEMBER 16 | TAMPA, FL



Hosted in cities throughout the United States



A one-day workshop

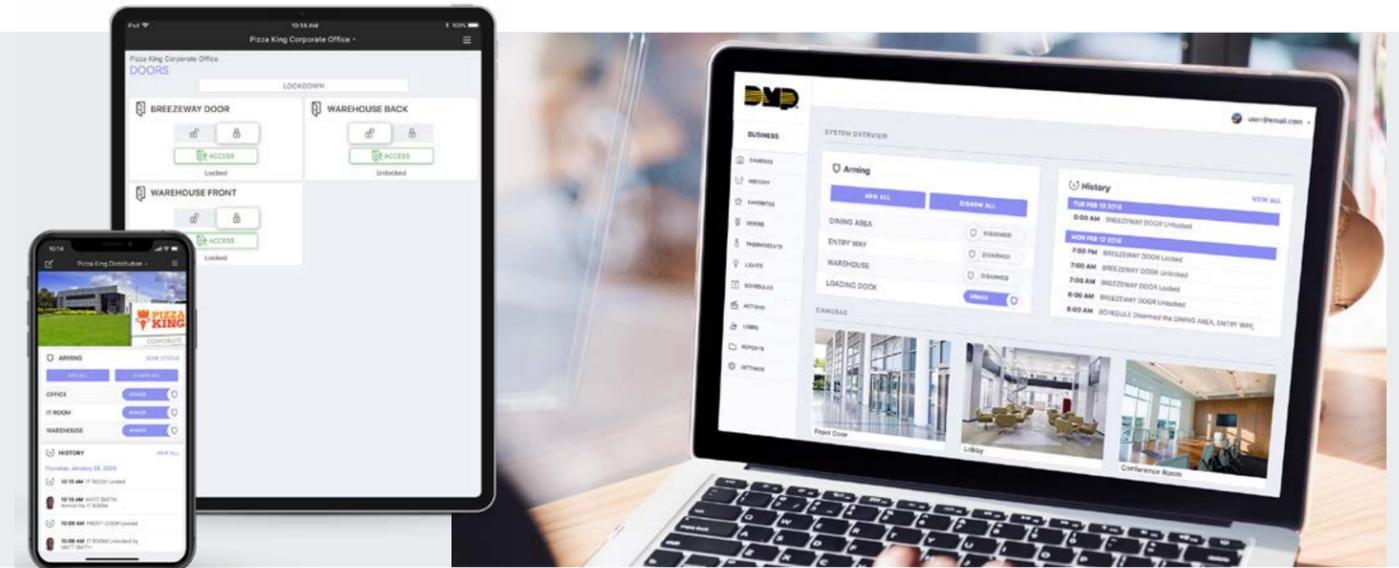


Sales training specifically for DMP products



WHY DMP IS THE BEST CHOICE FOR BUSINESS SECURITY

Large retailers and commercial businesses have a footprint with potentially hundreds or even thousands of stores and locations. In addition to the retail business, these organizations have security requirements for their distribution facilities, warehouses, corporate offices and perhaps other supply chain factors. The scale of these deployments presents unique challenges for security integrators. When considering a change or a security system upgrade, most Loss Prevention professionals seek a long-term business partner.



Jim Hawthorne,
Director of
Retail Solutions

Keeping it simple increases your customers' profits

With today's retailers, standardization is essential to the business. Having continuity in products, services and delivery creates economies of scale and also strengthens the brand. The same principles apply to security services for the business. When security systems are installed and programmed to operate the same from one location to another, asset protection becomes more efficient and cost-effective. When the entire organization has a standard for security — from loss prevention to regional directors to the employee who closes the store at the end of the day — your customer's retail business becomes more secure, more profitable and easier to control and manage.

Speed and consistency in implementation

When security integrators deploy hundreds or thousands of security systems for a single national account, DMP provides a secure, encrypted means of programming every security system across

the enterprise with consistent data. Each system will include standardized information to maintain system design integrity. However, there are always unique requirements for every individual security system. Local user codes for staff, account numbers for individual systems and wireless detection devices require customized programming for each particular system. This is just one example of how DMP technology is centered on national commercial deployments.

Automatic programming

If every security system were identical, "pre-programming" would be simple. Only DMP provides Automatic Programming — the ability to create a standard program template for common system options, while simultaneously customizing every individual security system with its specialized programming requirements. Automatic Programming is prepared before security systems are shipped to their destinations, so each system includes a unique signature for its installation.

When security systems are scheduled for installation at a business, the time required for this appointment is reduced to an absolute minimum. DMP Automatic Programming saves time, reduces labor, eliminates

errors and increases the level of security and protection for the business, its employees and its customers. DMP streamlines the entire process of upgrading security systems.

Change is a constant

Business is all about growth, staying in front of the competition and embracing change. Part of our business in asset protection and loss prevention is expecting the business to change and being able to synchronize security with rapid development. Employee turnover, new stores, remodels, business acquisitions, changes to policy and procedures — we experience change every day. DMP security is designed to adapt to changes quickly, securely and with scalability.

Every security system programmed in the enterprise is stored on servers for easy updating as the business changes — either locally or across the enterprise — with a single keystroke. New system updates and firmware may be broadcast to all systems simultaneously.

With DMP's Virtual Keypad™, your customers are in control of their business, their assets and their people. All security and automation may be managed from a smartphone, tablet or browser. Virtual Keypad offers

a dashboard for one security system and flexibility of control, management and reports. Or this user management tool can give a single user the ability to view and manage an entire enterprise of security solutions. Virtual Keypad offers adaptability for various layers of authority levels, regional access and more.

Staying in touch with today's business

DMP security systems offer the latest technology for retailers and big businesses. Using IP, cellular and encrypted communications, DMP provides LP professionals with web-based tools that keep retailers in touch with their businesses. Managers may receive real-time notifications when the business doesn't open on time or if the business is late to close or even if an alarm occurs at a store. The DMP security system may monitor and automate environmental controls such as HVAC, lighting, refrigeration, water leaks and many other operational appliances.

Upgrading legacy security systems

Your customers want the best of today's technology at an affordable price. DMP's DualCom Series™ universal alarm communicators work with many non-DMP panels, allowing your customers to avoid the costs of replacing their entire system.

Keeping existing detection devices in place allows you to save your customers money and reduce their level of interruptions with quicker installations. As a result, your customers can reduce the costs of upgrading older systems and in fact can find a return on investment with new, more affordable technology.

Plus, you'll have the opportunity to give your customers the smart technology they love with automated actions, integrated cameras and video doorbell, all with a single app, the Virtual Keypad. Using Virtual Keypad, they'll also have the flexibility to remotely manage their user codes. Plus, they'll have arming and disarming capabilities, as well as the ability to bypass zones and view their zone status.

Choosing DMP delivers other key benefits. Namely:

IP communications - The ability to monitor alarm signals and manage stores' security over the internet eliminates the need for costly phone lines. Data transmission is secure, extremely fast and fully supervised. DMP offers all

of this value at a significant cost savings over traditional dial-up or dedicated line communication.

DMP Two-Way Wireless™ gets the job done faster with less effort - Wireless systems speed up installations and reduce service calls. But compared to 300-433 MHz wireless systems, DMP's 905-924 MHz wireless alarm systems have considerably more range, enabling them to easily achieve the coverage requirements of most commercial installations. Additionally, because DMP wireless employs two-way, spread-spectrum frequency-hopping technology, your system ensures greater reliability, protection from jamming and longer battery life for lower maintenance costs. Clearly, a DMP Two-Way Wireless alarm system is the right choice for companies that want the most reliable system that is easy to maintain.

Bottom line, for these and several other reasons, retail customers can't afford not to replace their existing security systems with DMP. If you're developing a proposal for a local retailer in your area and you'd like to discuss the best approach to win their business, I'd be happy to help you.



Why waste money resubmitting battery calcs?

DMP's new PowerCom LTE Fire Communicator is designed with its own power supply, giving you everything you need in a self-powered packaged solution with a regulated, power limited, switching power supply that meets UL, CSFM, NFPA, FCC and FDNY compliance standards.

Who else gives you all this, plus free supervised network communication to the central station? Only DMP.

For more information, go to DMP.com/PowerComFire.



877-725-1114 | DMP.com

Find us @DMPAlarms on most social platforms.

PowerCom FIRE™

THE SALES SKINNY

THREE KEYS TO SUCCESSFUL SELLING: WHAT YOU SAY, HOW YOU SAY IT AND WHAT YOU SHOW

Prospects will buy — or unfortunately not buy — largely on the strength of what you say... it must relate to solving their identified problems. But, how you say it and what you show can ensure your prospects listen to what you say.

How you say it: Use “glamour” words and “buzzwords.” Glamour words are words commonly known but uncommonly used. For instance, tell your prospect you wish to share a “discovery” with them and use words like exciting, dynamic, challenging, opportunity, investment and complimentary.

In addition, show you're on your prospects' team by knowing and using the buzzwords of their business. Possible buzzwords could include new, proven, safety, savings and involved, etc.

How you say it is important. It ensures that your prospect will listen to what you have to say. Treating your prospects like people, answering their questions in a way that isn't condescending and being knowledgeable about the product is a must.

What you show is also very important. Too many times salespeople try to “explain” how or what a product looks like: *“Well, Mr. Prospect, it's about this big and we put it up in the corner ...”*



Jack Conard, Director of Sales Training at DMP, has over 35 years of experience in sales and training and has worked with multiple leaders in the security industry.

Is that the best way you describe a motion detector? To get your prospects involved, hand them something — I guarantee they'll take whatever you hand them. The more they're involved, the more they take ownership.

Always remember, if you do not get the sale, you work for free!



FIRST QUARTER

METRICS DASHBOARD

These metrics will be published each quarter, so you can see how we are doing at supporting you.



AVERAGE WARRANTY TURNAROUND TIME 2.46 DAYS

CUSTOMER SERVICE AND INSIDE SALES



Chris Newman,
Director of Sales
Operations

Our philosophy is that you deserve legendary customer service. Satisfying your expectations is not enough. We want to exceed them. Our job revolves around meeting your needs and resolving your purchase and delivery issues. Paying attention to details assures your satisfaction and supplies you with accurate, high-quality ordering information. From availability to delivery dates, to shipment tracking, our goal is satisfied customers.

We can assist your order placement by double checking compatibility, sending out literature, tracking shipments, checking on orders, solving problems and issuing Return Authorization when required.

Inside Sales is a resource available to you as a valued DMP customer to assist you with a variety of solutions to questions you may have. Contact system design specialists for quotes, assistance with developing a job, questions regarding how products work together or if you need guidance and recommendations when using any of our innovative products. We are always happy to assist you with growing your sales.

We are eager to assist you to develop unique applications for DMP technology. If you require assistance in analyzing or designing an application, we are ready to help.

It's always a pleasure to serve you!

Customer Service:

866-266-2826 | CustomerService@DMP.com

Inside Sales:

877-757-4367 | InsideSales@DMP.com

TECH SUPPORT FAQs



Brent Appleby,
Director of
Technical
Services

When you require assistance with configuring, programming or troubleshooting a technical issue, rely on DMP Technical Support. These product experts are kept up to date constantly on the capabilities of our technology and any known issues that have occurred in the field.

Contact Technical Support from 7 a.m. to 7 p.m. (Central) on business days with inquiries regarding any technical problem you encounter. They will draw on all the resources in our headquarters facilities to evaluate your issue, develop a solution and work with you to implement it. We are eager to assist you to develop unique applications for DMP technology. If you require assistance in analyzing or designing an application, contact our knowledgeable team in Inside Sales.

For answers to a few of the most commonly asked questions, take a look below. If you know of other questions that come up often, we encourage your suggestions for Q&A in future Digest issues.

Your technicians' success in the field is essential. What can we do to help you ensure that? Email us at TechSupport@DMP.com or call 888-436-7832.

1

WHAT DOES “WIRELESS TROUBLE” MEAN?

When a keypad displays “WIRELESS TROUBLE,” this means one of two things:

1. **The panel and wireless receiver are not transmitting data back and forth.** The power, RXD and TXD LEDs can be used to verify power and communication at the receiver. On XR Series™ panels, the X-Bus Status option in the diagnostics menu will test communication with the receiver. If a software version appears on the screen, that means the panel is currently communicating with the receiver.

2. **The tampers are not being depressed on the wireless receiver.** The 1100X-W and 1100XH-W wireless receivers, which are compatible with any XR Series panel, are equipped with a case tamper and a wall tamper.

2

WHAT IS THE DEFAULT USER CODE?

On all DMP control panels manufactured prior to 2020, the default user code is 99. We STRONGLY encourage all DMP dealers to change this user code once the installation is finished. As of 2020, the default user code is generated at DMP and is printed on the box. Initializing user codes will revert the default code to 99.

3

WHAT PROFILE NUMBER IS THE DEFAULT USER CODE ASSIGNED TO?

For XR Series panels, the default user code has profile 99 assigned to it. This is the default master profile.

XT and XTL Series™ panels have authority levels instead of profiles. The default user has the master authority level assigned to it.

4

WHAT IS THE CODE TO GET INTO PROGRAMMING, DIAGNOSTICS AND KEYPAD OPTIONS?

Programming: To access panel programming on DMP control panels, reset the control panel by shorting the RESET header or pressing the RESET button on the panel. At a keypad, press 6-6-5-3 (P-R-O-G). If the keypad says “ENTER CODE” after pressing P-R-O-G, enter the lockout code that was programmed by the original installing company. *XR Series panels need 2-3-1-3+CMD

Diagnostics: To access diagnostics on DMP control panels, reset the control panel by momentarily placing a jumper on J16 and then remove it where it's only placed on one pin. At a keypad, press 2-3-1-3 (D-I-A-G). The keypad screen will display DIAGNOSTICS. *XR Series panels need 2-3-1-3+CMD

Keypad Options: To gain access to the keypad options on the 7800 Graphic Touchscreen Keypad, scroll through the carousel on the keypad until “Options” is displayed and select it. When the Options icon is pressed the keypad will display settings for brightness, tone and volume. Tap the wrench icon and the keypad will display “ENTER CODE”- press 3-5-7-7 (I-N-S-T) CMD and that will show KPD OPT, KPD DIAG and STOP. Select KPD OPT to enter the keypad options menu.

5

WHERE DO I FIND THE PANEL FIRMWARE VERSION?

XR Series Panels: User Menu --> System Status

XT Series™ Panels: Diagnostics (2313) --> Panel Settings

HOW YOU CAN QUALIFY FOR FREE FREIGHT



Chris Stange,
Chief Financial
Officer

In the technology and electronics industry, freight typically costs between 2-3% of the total cost of an item. For the sake of this conversation, let's just use 2.5% of sales, so if you're buying something that costs \$1,000, you'd expect to pay \$25 for freight, which adds up pretty fast.

But there's good news: You can eliminate those expenses with DMP. Let me explain.

The cost for your company or any company, for that matter, ranges widely, but the industry average is around \$100. Therefore, if your customers place multiple orders it costs you more money to process them. The same is true for us. You might look at strategies to

incentivize your customers to place fewer orders, for larger amounts. The way we do that is with the offer of free freight.

When we can reduce expenses, we gladly give you the savings. For instance, when you place a single order that's over \$1,500, you qualify for free Domestic Ground Freight.

There are other ways you can get free Domestic Ground Freight on ANY size order you place. One way is signing up for Electronic Funds Transfer (EFT). That's our way of saying thank you for paying us quickly. You also get free Domestic Ground Freight if you qualify for Column four, five or six (D4-D6) pricing. That's just simply a way for us to thank you for being a good customer.

In all cases, to receive free Domestic Ground Freight from UPS or FedEx (your choice), your account must be in good standing, which means you're paying within 30 days.

So how much can you save? If you're buying \$10,000 in products and services per month from DMP, by getting free Domestic Ground Freight you could save as much as \$250 per month in freight. That adds up to \$3,000 per year that stays in your pocket for buying what you were going to buy anyway.

As an aside, if it costs us more to process individual POs, I bet it also costs you more to generate them. By encouraging you to order more at a time, you're becoming more efficient and saving yourself money at the same time.

If you can apply \$3,000 directly to your bottom line, and let's suppose your company makes a 10% profit margin at the end of the year, then that \$3,000 is like creating an additional \$30,000 in sales revenue. Nobody would turn down a \$30K sale.

If you haven't been taking advantage of free Domestic Ground Freight from DMP, give your dealer development manager a call.

Receive Free Domestic Ground Freight

There are three ways to receive free Domestic Ground Freight:

1. If you are enrolled in EFT program, all your orders qualify.
2. If you are a Column 4, 5 or 6 dealer and your account is paid within 30 days, all your orders qualify.
3. If your account is paid within 30 days and your order is larger than \$1,500, it qualifies.

It's that simple. Free freight is like money in your pocket. Take advantage of it today!

	Use Electronic Funds Transfer	Be A Column 4, 5 or 6 Dealer	Account Paid in 30 Days or Less*	Order at Least \$1,500 Products	
1	✓				Receive Free Shipping!
2		✓	✓		Receive Free Shipping!
3			✓	✓	Receive Free Shipping!

*Does Not Apply to Accounts on "Credit Card" Terms



TRACK YOUR DMP ORDERS, ALL FROM ONE PLACE

"When will my DMP order arrive?"

There's no need to search through your emails or make a call to answer that question — just log in to your Dealer Account™ for your order tracking numbers. Simply click on a tracking number, and you'll see your order's status on the courier's website.

Your Purchasing staff can view tracking. Your Dealer Account Admin can add them to the view-only Purchasing role.

For everything you need to know about your account with DMP, Dealer Account is a secure resource that's available to you 24/7, 365 days a year. We're doing our best to make it as easy as possible to do business with us — and best of all, Dealer Account is totally FREE.

To get started, contact your DMP Accounts Receivable representative today.

DMP Accounts Receivable Specialists:

- Dealer Name A-D: Sara Dunaway**
SDunaway@DMP.com | 417-447-9635
- Dealer Name E-O: Cindy Norris**
CNorris@DMP.com | 417-447-9667
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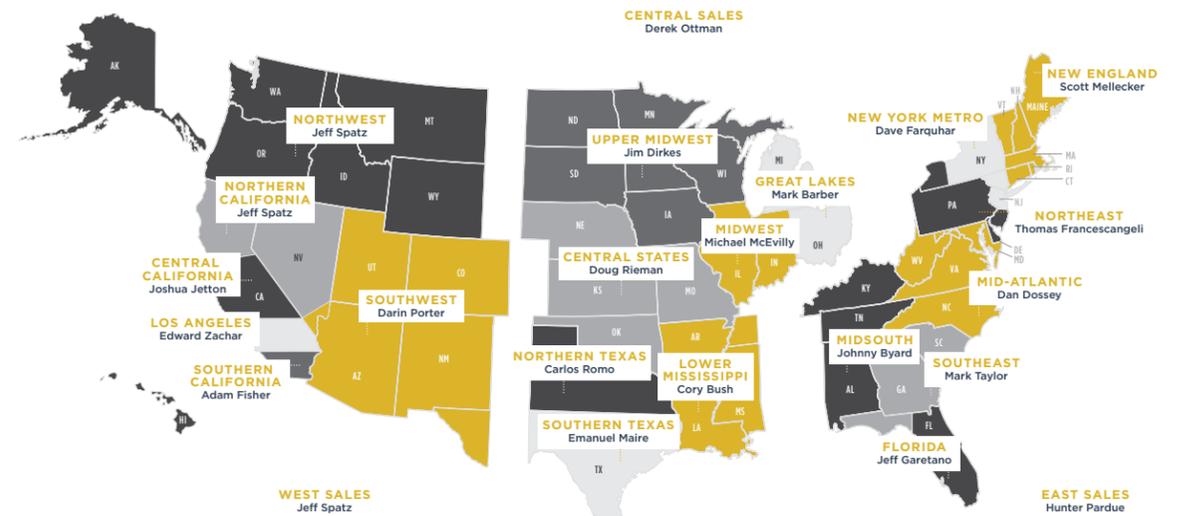
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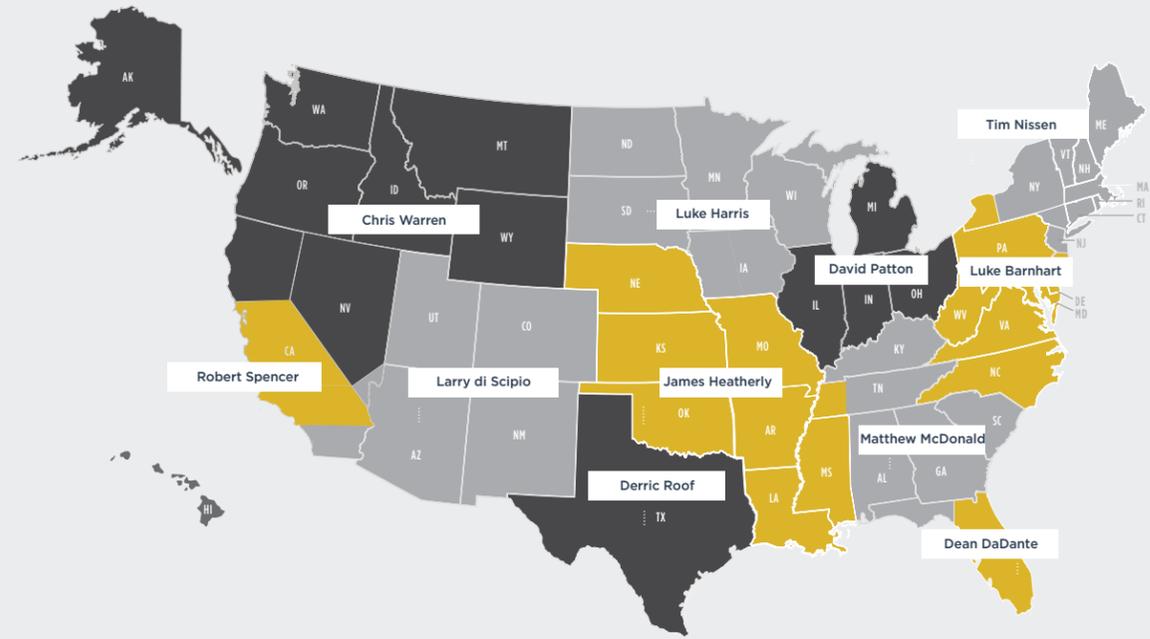


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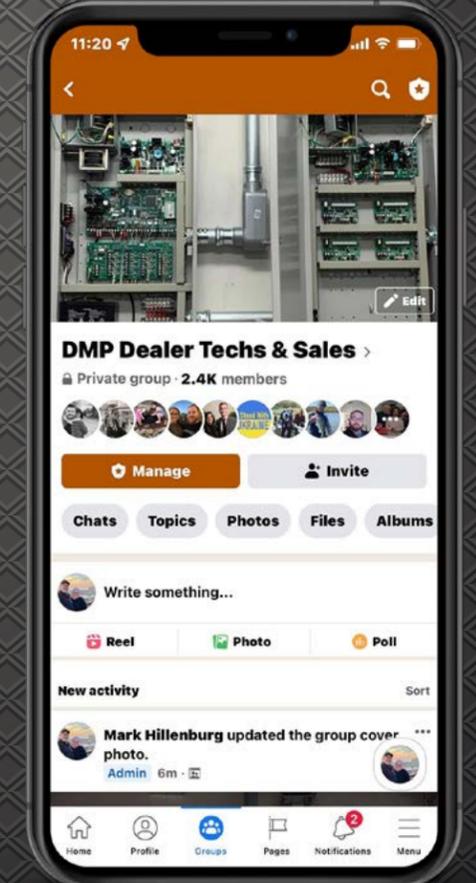
TRAINING DEVELOPMENT MANAGER



Jason Hooge
800-641-4282 x187
JHooge@DMP.com

Come join the conversation with nearly 2,500 DMP dealer technicians and salespeople in a private dealer-only Facebook group.

- Share best practices for DMP dealer technicians and salespeople
- Be a part of the community
- Post your install photos





How We're Building a Culture of Generosity



Like most of your businesses, DMP has a Mission Statement that answers the question of *what* we do. At DMP, we also have a Core Purpose that answers the question *why* — why we wake up every day and do what we do.

“We manufacture security systems, to create jobs, that support families, because the security of families determines the strength of society, and a strong society reaches out to the rest of the world.”

Like you, we're in business to profit — and when we do, we're able to secure jobs that not only fuels personal and corporate growth, but it also allows us to reach out to the rest of the world. When our businesses are blessed, we're all in the best position to bless others!

In our local community, we host an All Company Volunteer Night each summer giving DMP employees and their families an opportunity to come together to help meet a non-profit's specific need. There's also



Alaina Sonksen,
DMP Cares
Coordinator

the annual DMP Christmas Charity benefiting a local organization. And individually, DMP employees can support a variety of nonprofits by means of payroll deductions and serve the community by volunteering their time and talents.

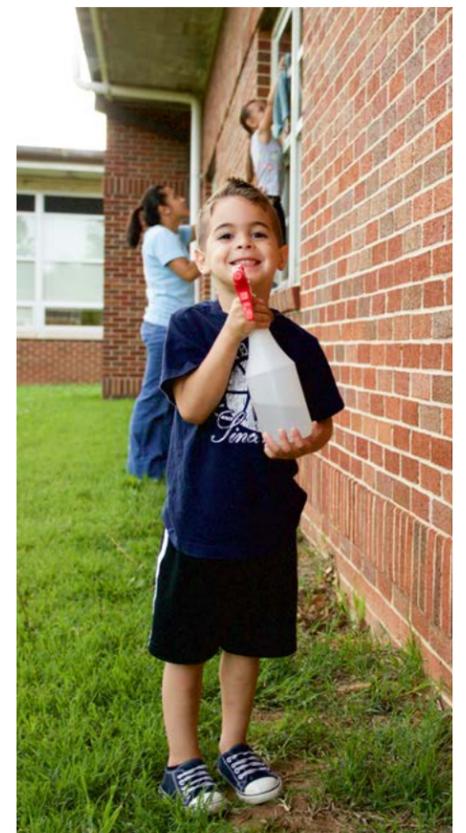
But DMP is just one among many — several of you are supporting your local communities too! Won't you take a few minutes to share your community involvement with us to inspire others? The bottom line is, when we choose to be generous, we are all better for it — in a multitude of ways.

Tell me about your community support at ASonksen@DMP.com.

2019 Volunteer Night at Convoy of Hope



2021 Volunteer Night at Pleasant View K-8



"DMP Cares" describes any/all of our company-wide charity projects, employee volunteerism and corporate giving. It's more than the sum total of our efforts; it's also about individual commitment to a lifestyle of generosity.

DMP FAMILY

Favorite Recipes

To us, there's nothing better than a home-cooked family favorite recipe. Especially the ones that have been handwritten by a loved one and passed between family members and friends from recipe box to recipe box.

In December, when our DMP family was invited to gather around our table at this year's Christmas party, each attendee received handwritten recipes from each of our Executive Management Group members. We want to share them with you too and hope you enjoy them at your table throughout the year!



These are just a few of the recipes that were shared. For the entire set, visit:

CHICKEN PICCATA

from the kitchen of Mark NeSmith

INGREDIENTS

- 2 pounds chicken breast
- 2 cups chicken stock
- 1 cup white wine (optional)
- 2 teaspoons lemon zest
- 5 garlic cloves, chopped
- 1 small yellow onion
- 2-3 tablespoons capers
- 1 stick of butter
- olive oil
- 1 cup all purpose flour
- 1 lemon

INSTRUCTIONS

1. Pound out chicken breast.
2. Dredge chicken breast in flour and let sit in fridge for 30 minutes.
3. Thinly slice or dice onion.
4. Sauté onions in a pan with olive oil and one tablespoon butter. Set aside.
5. Pan-fry chicken in olive oil 2 minutes per side and set aside.
6. Deglaze frying pan with white wine using a wooden spoon or spatula.
7. Add in stock, onions, lemon juice, capers, garlic and remaining butter.
8. When sauce begins to thicken, add the chicken and spoon on sauce. Cook for another 2-3 minutes on low heat.
9. Serve over rice or mashed potatoes with a side of roasted broccoli or asparagus.



SUPER BOWL SALAD

from the kitchen of David and Judy Peebles

INGREDIENTS

- romaine lettuce
- raisins
- feta cheese
- slivered almonds, toasted
- bacon, fried crisp and crumbled

For the dressing:

- 4 teaspoons granulated sugar
- ¼ cup red wine vinegar
- 1 garlic clove, crushed
- ¼ teaspoon salt
- ¼ teaspoon ground black pepper
- ¼ teaspoon paprika
- ⅛ teaspoon cayenne pepper

INSTRUCTIONS

1. Combine dressing ingredients and shake or whisk.
2. Combine salad ingredients and toss with just enough dressing to coat. Serve immediately.



CRANBERRY ORANGE MUFFINS

from the kitchen of Valerie Stange

INGREDIENTS

- 3 oranges
- 1 beaten egg
- 2 cups flour
- ¾ cup sugar
- 1 ½ teaspoon baking powder
- 1 teaspoon salt
- ½ teaspoon baking soda
- 1 cup dried cranberries
- 2 tablespoons oil
- ½ cup powdered sugar

INSTRUCTIONS

1. Heat oven to 350 degrees.
2. Remove zest from one orange, then squeeze juice from all 3 oranges.
3. In a mixing bowl, combine ¾ cup orange juice (reserve remaining juice) with one teaspoon of zest, egg and oil.
4. Mix dry ingredients.
5. Combine wet and dry ingredients and stir until moistened. Fold in cranberries.
6. Bake at 350 degrees for 20 minutes.
7. Combine ½ cup powdered sugar with one tablespoon of reserved orange juice to make glaze.
7. Drizzle glaze over cooled muffins.



2022 CHILI COOK-OFF

Winning Chili Recipe

BRISKET CHILI



Tilly Meador,
Event Planner

At DMP we love food...and we love good food. One of our favorite employee events is our chili cook-off in February. Employees are invited to prepare their favorite recipes, which everyone gets to sample before voting for the best chili. The top three chefs got to pick prize packages ranging from a Branson getaway, a Wonders of Wildlife pass package or a night out at a local driving range.

Our winner was Tilly Meador, who has graciously shared her mouth-watering smoked brisket chili recipe with us.

This recipe for brisket chili is the perfect way to use up a bunch of leftover smoked beef brisket. It's hearty and full of yummy goodness, so you can continue to enjoy your tasty brisket for days to come!

INGREDIENTS

- 2 pounds smoked brisket cut into small cubes
- 1 large onion, diced
- 1 medium green bell pepper, diced
- 1 clove garlic, minced
- 1 (46-ounce) can tomato sauce
- 1 (28-ounce) can diced tomatoes
- 1 (15-ounce) can pinto or kidney beans, drained and rinsed
- 1 (15-ounce) can black beans, drained and rinsed
- 1 tablespoon olive oil
- 1 tablespoon chili powder
- ½ tablespoon brown sugar
- 2 teaspoons garlic powder
- 2 teaspoons onion powder
- 2 teaspoons ground cumin
- ½ teaspoon ground mustard
- salt and pepper to taste

INSTRUCTIONS

1. Sauté the onions and peppers. Place a large dutch oven or cast iron pot on your stove and pre-heat to medium heat. Drizzle the olive oil in the pan and add the diced onions and bell peppers. Cook for 5-6 minutes or until the peppers have softened and the onions are semi-translucent. Add in the garlic and cook for 1-2 minutes more.
2. Add remaining ingredients to the brisket chili. Add the chopped brisket to the pot and stir gently until the mixture is well combined. Add in the beans, tomatoes and seasonings. Taste and add in any additional salt, pepper or other seasonings as needed. Stir until well combined.
3. Cook the brisket chili. Reduce the heat to low and cover. Allow the chili to cook for at least 30 minutes or up to 2 hours, stirring occasionally.
4. Serve the brisket chili immediately with shredded cheese, diced onions, sour cream or any other toppings that you like!



This year's first-, second- and third-place chili cook-off winners are DMP employees Tilly Meador, Reene Blevins and Tyler Voll.

DMP FAMILY Happenings



Thank you
NAVCO Security
for selecting DMP as
the *Most Valuable
Partner* for 2021!

Jeff Spatz, Director of Sales for DMP's West Region, was happy to receive this award on behalf of everyone at DMP.



Welcome TO THE FAMILY



JEFF GARETANO
Dealer Development
Manager, Florida



MARK TAYLOR
Dealer Development
Manager, Southeast



ADAM FISHER
Dealer Development
Manager, Southern
California



CARLOS ROMO
Dealer Development
Manager, Northern
Texas



DARIN PORTER
Dealer Development
Manager, Southwest

View the
entire Sales
Directory here:



Congratulations on your retirement, Terry Shelton!

Thank you for your 33 years of service!

Terry Shelton was hired in May of 1988 as a Technical Support Representative. During his employment with DMP, Terry has worked in numerous roles and departments.

Terry has always worked closely with DMP customers, providing both technical training and field troubleshooting. Since 2010, Terry has worked to support our production and testing processes in manufacturing. In this role he has worked to automate and improve many of our production systems to improve our production capabilities.

After 33 years of work at DMP, Terry retired in March. He will be missed by many.



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Dealer Techs & Sales
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photo by
Tim McCasland,
Convergent
Technologies



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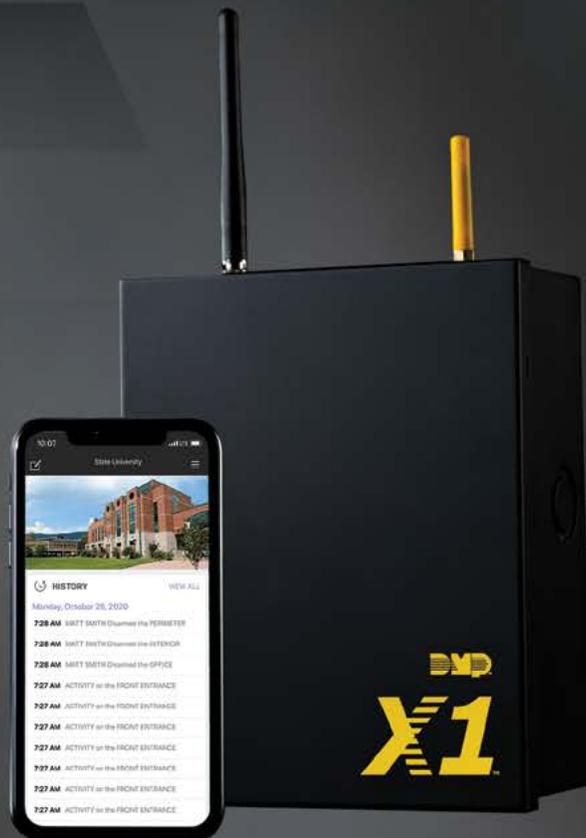
If you're using Brivo, ProdataKey, OpenPath, Feenics or any other access product, you owe it to your business to give us a look today.

Learn more at DMP.com/X1.

Not currently a DMP dealer? Let's talk.



2021 ESX INNOVATION CATEGORY AWARD WINNER



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