

ISSUE 7 | SEPTEMBER 2023



# Security Dealer DIGEST



## The EPS Security Onboarding Program



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## ALARM MONITORING SERVICES FOR THE SECURITY PROFESSIONAL



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# NOTE FROM HQ

### Your success is our success!

You and perhaps multiple generations of dealer owners have worked countless hours to develop and grow your business. Sales is all about how to fulfill demand, whereas marketing is an effective tool to create demand. Our goal is to serve as an extension of your marketing team. We are available as much or little as you need our services.



Alee Rouhani,  
Director of  
Marketing

You've come to rely on DMP for innovative products and expedient customer service. Now, you can add marketing support to the list of resources available to you and your business. If you have already, or are interested in choosing DMP for your intrusion, access control, video and fire solutions, you will receive an unwavering commitment to integrity, support and the delivery of innovative products and features. You'll also receive marketing resources to help you grow your business. The DMP Marketing team is available to help you as well. Whether you're trying to build more awareness in your market, execute a lead generation campaign or launch a referral program, we will help you.

These resources are offered in multiple formats; the first is through Marketing Central. This tool includes a library of branded and co-branded material, social media content, email content and stock images, downloadable at no extra charge. You may also order printed copies off the website. We've also dedicated certain individuals on the team to serve as a resource based on your specific needs. If you are interested in the latter, please email me at [ARouhani@DMP.com](mailto:ARouhani@DMP.com).

As a partner, your feedback is invaluable. You can count on a culture of responsiveness whether it's answering questions about a feature or product, working directly with your customer on an installation or serving as an extension of your team.

If you have any questions or interest in receiving marketing support, please call me at 417-831-9362.

For more information about our marketing services, visit [DMP.com/Marketing](http://DMP.com/Marketing).



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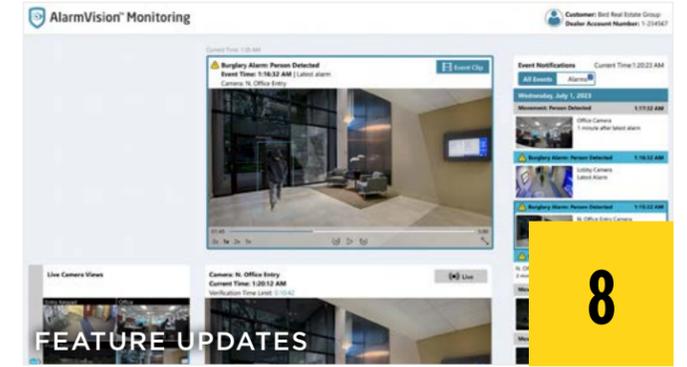
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EVENTS RECAP



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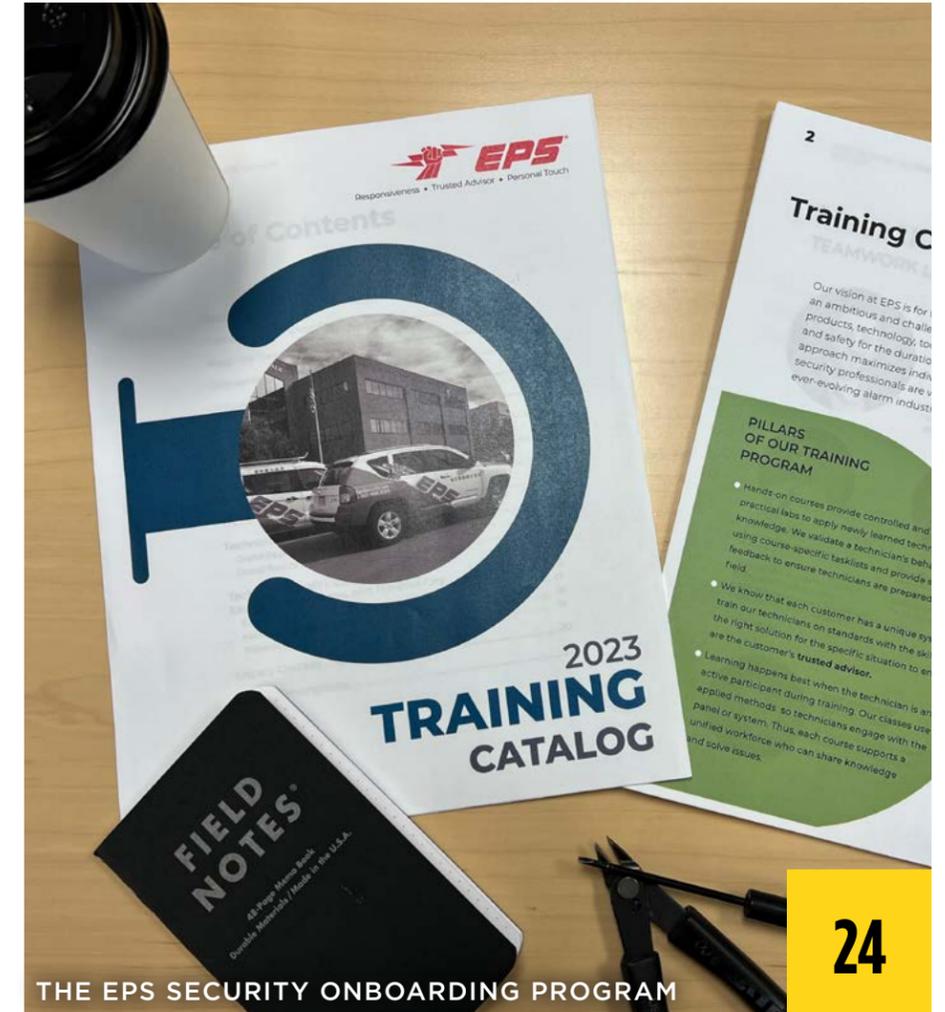
XF6 NEW PRODUCT OVERVIEW



ACCESS CONTROL IN THE CLOUD



SECURITY FOR HYBRID WORKPLACES



THE EPS SECURITY ONBOARDING PROGRAM



IENSO INVESTMENT PRESS RELEASE

# EVENTS RECAP



DMP's booth at ESX 2023.

## ESX

June 5-8



The Electronic Security Expo, owned by the ESA, is four days of security industry content interactive sessions and fresh ideas.

This event brings together the best and brightest professionals within the electronic security and life safety industry. At this year's show, DMP's booth featured new products and demos, including the 8860 7-Inch Touchscreen Keypad and XV-24 with AlarmVision.

## DMP Summer Summit 2023

June 12-16



DMP's annual Summer Summit is an event for all of the sales and field training employees to come to headquarters in Springfield, Missouri.

The week consisted of an array of presentations, new product demos and discussions, as well as an All Company Meeting, a volunteer night and the annual DMP family picnic. The theme of this year's summit, *Catch the Wave*, meant having the entire building decorated in surf boards, beach signs and tropical plants.

## UPCOMING



SEPTEMBER 11-13, 2023  
DALLAS, TX



Asset Protection Executive Xchange

SEPTEMBER 13-15, 2023  
NASHVILLE, TN



DMP EXECUTIVE  
ROUNDTABLE

BANKING AND RETAIL

OCTOBER 3-4, 2023  
CHARLOTTE, NC

View all upcoming events and trainings here:



DMP.com/Events

## JCI Annual Financial Symposium

May 15-17



This year's program, located at the JW Marriott in Charlotte, North Carolina, was designed to educate financial services customers on the broad range of industry best practices and technologies available to support world-class safety and security programs.

DMP's Financial Team attended and presented the DMPXV-24 with AlarmVision™ with the XR550 and Entre' NOC platform.

## Gov Summit

May 16-17



This event is the annual government security conference held by the Security Industry Association. This year, it brought together government security leaders with private industry technologists to share information and education regarding federal, state and local agency security topics. It also provided specialized sessions on essential topics in contracting and procurement, infrastructure and facility protection, how security product standards help meet government needs and the latest policies, practices and trends impacting security.

## Dealer Advisory Council

June 5



We convened a new meeting and opportunity to hear from dealers: The Dealer Advisory Council. The goal is to meet with a variety of DMP dealers that we may not hear from on a regular basis, or that are not a part of other industry groups that we already have a formal communications with. The group is by invitation only, it's rather informal and we will change out the members of the group from year to year. We will meet each year the day before the ESX show, in the ESX show venue city or hotel. This first year we met in Louisville, KY. It was a great half day of dialogue and feedback.

## Technician Bootcamp

Class #0723-A



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 at [DMP.com/Events/TechnicianBootcamp](https://DMP.com/Events/TechnicianBootcamp) or give us a call.

## Sales Management Academy

Class #0818



Being a sales manager isn't easy. To lead a team of salespeople to success, you need the right tools.

Sales Management Academy teaches sales leaders how to be an effective leader throughout the entire recruiting and overseeing process, as well as how to promote growth and development and how to manage your time appropriately.

# FEATURE UPDATES

## UPDATE Entré Version 9.3 ENTRÉ

**Effective June 6th, 2023, all Entré Security & Access Management software will be manufactured with updated Version 9.3 (6/2/23).**

### Features

- **Date of Termination Enhancement**  
This feature allows the Date of Termination field on the Personnel Record to automatically disable personnel and related credentials, or automatically remove them from the panel.
- **Multiple Login Enhancement**  
This feature allows you to use one login to manage all partitions. When the operator logs in, they will see a list of profiles to select from.
- **Add Panels with CSV Import**  
This feature allows you to add panels through CSV import.

### Performance Improvements

- **Remove Users from Panel**  
This feature allows you to enable the “Remove Users from Panel” function. To ensure this feature runs properly, use the clear and send function to sync Entré with the panel.
- **Panel Firmware Compatibility**  
This update adds support for all XR Series features with Version 221 and below.

### Obtaining the New Software

Entré Security & Access Management software Version 9.3 (6/2/23) is provided to dealers who have previously purchased an Entré license, who are current with their Entré support agreement, and who have an Entré Certified Technician.

To upgrade to Entré Version 9.3 (6/2/23), please complete the Pre-Upgrade Checklist (LT-1782) before contacting the Software Support Team in DMP Technical Support at 888.436.7832.

Before upgrading, perform a backup of your SQL database using Microsoft SQL Server Management Studio. DMP recommends that you reindex and reorganize the SQL database after upgrading Entré. It is recommended to make this part of your standard database maintenance.

## UPDATE Remote Link Version 2.31



**Updated Version 2.31 (6/20/23) software is now available for Remote Link. Version 2.31 supports XT30/XT50 and XR150/XR550 Series panels with firmware Version 221.**

### Improvements

- This update prohibits users from deleting zones that are marked as a Remote Zone and supports control panels that have been updated to Version 221.

- This update resolves an issue where a new zone would be created and the Wireless Flag Option would default to (40) instead of (04).
- This update resolves an issue where the Wireless Flag Option column would not be hidden in the Print Programming Information report.
- This update resolves an issue where the Require Site Code check box was able

to be selected when DMP Format was selected under the Device Setup menu.

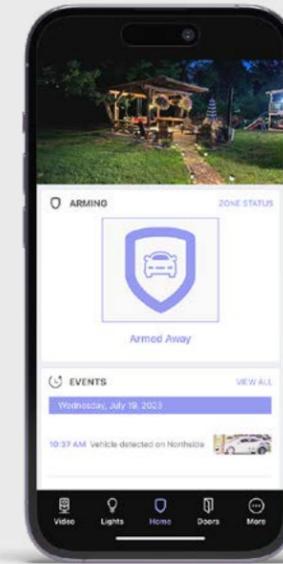
### Obtaining the New Software

The most recent version of Remote Link is available for download, free of charge, at [dealer.securecomwireless.com](http://dealer.securecomwireless.com).

## UPDATE Virtual Keypad 6.44.2

**Update 6.44.2 for Virtual Keypad contains the following updates:**

- Allows your customers to subscribe to “Motion” push notifications for V-6000 Series Cameras.
- Improved method for downloading clips on V-6000 Series Cameras.
- A new navigation structure for Virtual Keypad mobile.
- “Remember Me” with iCloud (iOS only) allows a user to select “Remember Me” when logging in to store their Virtual Keypad login in iCloud Keychain securely.



## UPDATE 1132 Recessed Contact

Updated Version 107 (6/12/23) resolves an issue where some 1132 Recessed Contacts were showing low battery within hours of being installed due to a new battery chemistry used in this device. As of May 26, 2023, all 1132 Recessed Contacts used a new manufacturing process to rectify this. This new version applied this process in the firmware.



## NEW MAGNASPHERE High Security Sensor

Dealers who work in the governmental space can now purchase five MAGNASPHERE’s L2 Series HSS® “High Security Sensor” products through DMP. Sensors meet UL 634 Level 2 High Security Standards for SCIFs and other governmental secure applications.

- HSS-L2S-000 - Single Alarm Contact without built-in 1K EOL resistor.

For more information, contact Chad Hall, Director of Government Solutions, at [CHall@DMP.com](mailto:CHall@DMP.com).

- HSS-L2D-010 - Dual Alarm Contact, One Closed Loop, One Open Loop without built-in 1K EOL resistor.
- HSS-L2D-001 - Dual Alarm Contact with built-in 1K EOL resistor.
- HSS-L2D-000 - Dual Alarm Contact without built-in 1K EOL resistor.
- HSS-L2S-001 - Single Alarm Contact with built-in 1K EOL resistor.



## UPDATE 8860 7-Inch Touchscreen Keypad

**Updated Version 186.1.0.674 firmware is now available for 8860 Touchscreen Keypads. New version supported by XT30/XT50 and XR150/XR550 Series panels with firmware Version 221 or higher.**

### Features

The following updates and improvements have been added to the 8860 Touchscreen Keypad:

- **Video Doorbell Volume Update**  
This update improves the video doorbell volume control. The user can set the video doorbell volume level and it will remain at that level after exiting the video doorbell view.
- **Z-Wave Thermostat Controls Update**  
This update resolves an issue where the Z-Wave Thermostat controls may shift off screen when attempting to increase or decrease the temperature settings.
- **Screen Freezing Improvement**  
This update resolves an issue where on occasion some keypads became unresponsive. This update will prevent the keypad from remaining in an unresponsive state.

### Obtaining the New Firmware

Firmware updates are available on Dealer Admin (dealer.securecomwireless.com) and in the Installer Options menu on the keypad. Follow the instructions below to update the keypad firmware on Dealer Admin and at the keypad.

**Note:** This update could take several minutes. If you are updating from Dealer Admin, please refresh the page to verify that the keypad has checked in with its new version number.

### Update the Keypad on Dealer Admin

1. Ensure that the keypad is connected to the Wi-Fi

network before proceeding.

2. Navigate to Dealer Admin.
3. Select the user and system.
4. Next to the keypad name, select Update.

### Update the Keypad in Installer Options

1. Ensure that the keypad is connected to the Wi-Fi network before proceeding.
2. Select Options from the Carousel menu, then select Installer Options.
3. Enter 3577 and enter CMD. Select Check for Updates. Follow the on-screen prompts.



## UPDATE Com Series Version 231

**Version 231 (5/15/23) firmware is available for download on Dealer Admin.**

**4-2 Dialer Capture Connection**  
With Version 231 Firmware (5/15/23), CellCom and DualCom Series

Communicators support the 4-2 dialer capture format.

**Backup Checkin and Fail Time Enhancements**  
Previously, older CellComs that were updated were not defaulting to the correct backup checkin or fail times.

Version 231 (5/15/23) resolves this issue.

**Obtaining the New Firmware**  
Com Series firmware updates are available, free of charge, on Dealer Admin (dealer.securecomwireless.com)

## NEW XV-60 and XV-96 with AlarmVision™

### Announcing the XV Series family of AlarmVision™ products:

AlarmVision's patent-pending technology seamlessly integrates cameras, analytics and the XR Series™ control panels in one deeply integrated platform to create intrusion zones from a video camera. The video analytics trigger the alarm zone in the panel which is informed of the armed state of the assigned area, this allows response to alarms in real-time, with video verification to the monitoring center. It also eliminates countless, unnecessary analytic notifications during the disarmed period.

- Turn customers' existing cameras into a crime deterrent tool by actively monitoring their property.
- Add AlarmVision™ to your existing XR Series applications to deliver exclusive powerful video integration to the monitoring center.
- Add AlarmVision to your existing video systems to add powerful active monitoring of the premises.
- AlarmVision™ is fully integrated in Virtual Keypad.

The Original XV-24 unit is now joined by two larger models, the XV-60 and XV-96.

The XV-60 supports 60 megapixels of processing, while the XV-96 supports 96 megapixels.

### All units include:

- Person, vehicle and animal analytics
- Compatible with any ONVIF or RTSP video stream
- NDAA compliant
- Connects directly to the network
- Auto-detects cameras on the network
- One TB internal storage (XV-24)
- Four TB of internal storage (XV-60 & XV-96)
- Up to 24 MP Processing (XV-24)
- Up to 60 MP Processing (XV-60)
- Up to 96 MP processing (XV-96)
- Single NIC Interface (XV-24)
- Dual NIC Interface (XV-60 & XV-96)
- Supports up to four detection regions (zones) per camera



# UPDATE Video Verification Monitoring Screen

**Effective July 19th, 2023, the Video Verification page made available to Monitoring Centers in the event of an alarm has been updated to include a new user interface for systems with AlarmVision™ devices.**

This was updated automatically and does not require you to follow any additional steps.

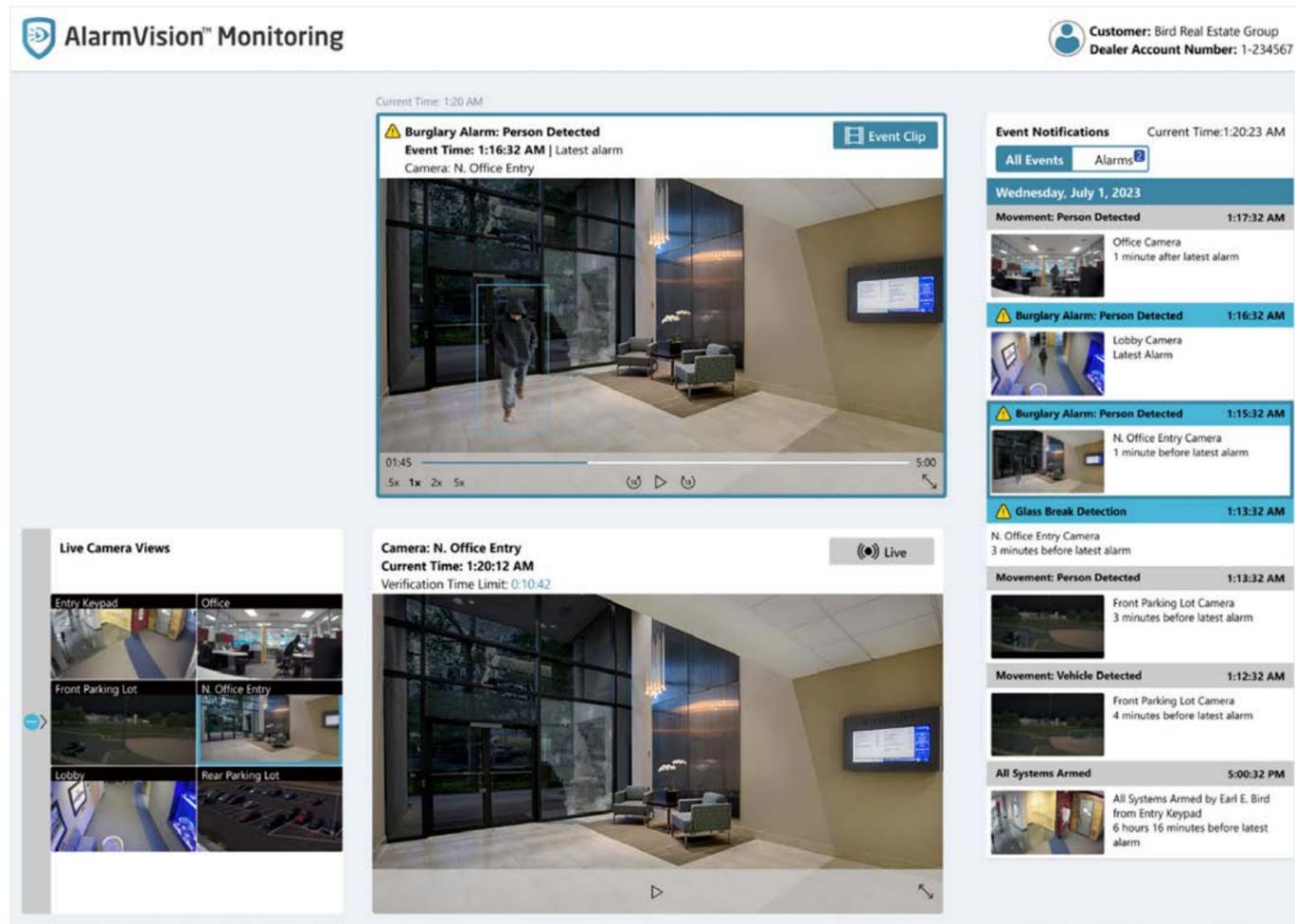
### Features

The following enhancements have been made to the Video

Verification page for Monitoring Centers when reviewing alarm events for systems with AlarmVision devices:

- UI improvements to the standard Video Verification page.
- Improved Event Notification Log with AlarmVision video and panel events for operator context.
- Ability for operator to filter by Alarms or All Events within the Video Verification time limit.

- Synchronized event viewing between the Event Notification Log, Live Video, and Event Clips.
- Verification time limit now displays with Live Video to inform operators of the remaining time to review an event.



# NEW Junction Box for 6000 Series Camera Installs

### Prevent Corrosion

While most cameras come with a water-resistant connector. This does not mean they are waterproof. Moisture can corrode the ethernet connection and eventually damage the camera. Installing a waterproof junction box will help prevent these issues long term.

### Harden the Installation

When cables are exposed it makes it very easy to cut them. Another useful feature of

junction boxes is the ability to run metal conduit directly into the junction box.

### Simpler to Install

When using a junction box the larger bulky connector can stay tucked inside it and you don't need to drill a larger hole and try to stuff the large connection back in the wall or soffit. You also don't need to worry about trying to drill holes in the correct position to attach the camera as each camera has a junction box

to perfectly fit your camera mount.

### Neatness Counts

Using a junction box will make your installation look much more professional. Security camera junction boxes are always worth the small investment considering the cost of having to replace a damaged or vandalized camera. DMP offers these three junction box accessories for use with the 6000 Series Cameras.

## SPECIFICATIONS



### V-6010-JB Junction Box, Bullet

Application | Junction box for wall installation of bullet cameras

Dimensions (L×W×H) | 3.7 x 3.7 x 1.7"

Weight | 0.44lb

Material | Aluminum Alloy



### V-6040-JB Junction Box, Dome/Turret

Application | Junction box for wall installation of fixed dome cameras

Dimensions | 4.28 x 1.42"

Weight | 0.44lb

Material | Aluminum Alloy



### V-6040-TP Plate, Turret/Dome

Application | Indoor, Electric-box Transfer plate for Vandal Domes

Dimensions | 5.7" x 0.5"

Weight | 0.68lb

Material | Aluminum Alloy



**DMP EXECUTIVE  
ROUNDTABLE**  
DEALER

# SAVE THE DATE

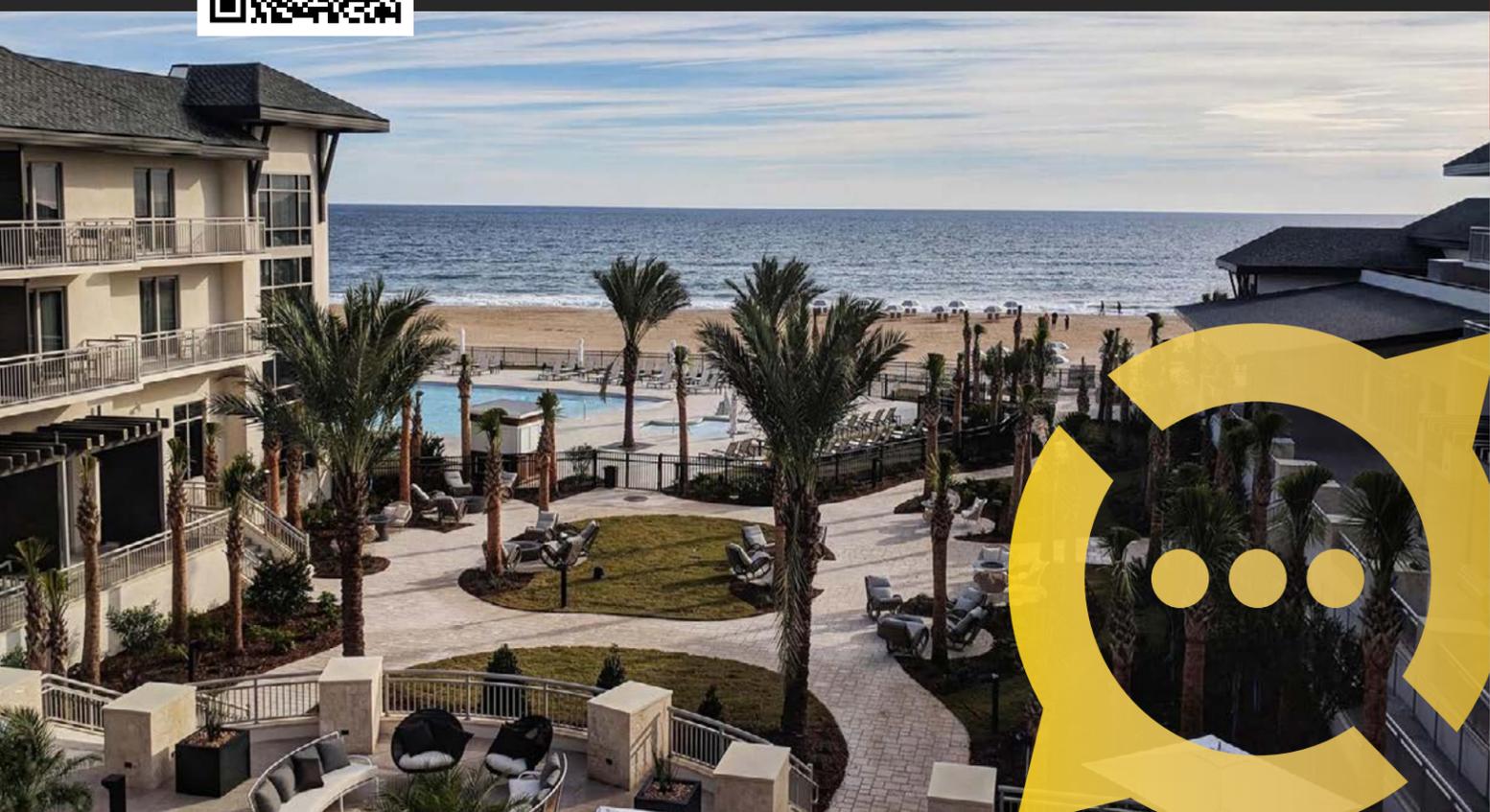
OCTOBER 23-24, 2023

**EMBASSY SUITES BEACH OCEANFRONT RESORT  
IN ST. AUGUSTINE, FL**

The DMP Executive Dealer Roundtable is an event hosted by members of the DMP Executive Management Group including Owner and President, Rick Britton. This event provides DMP dealers with an opportunity to discuss best practices with other dealers or security personnel around the country. It is targeted to owners, senior management, and sales and marketing management personnel.



Space is limited! Please register before Monday, October 2, 2023 at [DMP.com/Events/DealerRoundtable](https://DMP.com/Events/DealerRoundtable).



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# XF6 NEW PRODUCT OVERVIEW

## The XF6 Series of 24V Fire Alarm Control Panels

For years you have counted on quality products and services for intrusion and access control. Your customers deserve the same excellence in Fire safety. Introducing the new XF6 — a fire control panel that includes 24V power, network and cellular communication, remote programming, and testing options.

The XF6 Series consists of two models:

### XF6-100 ///

has six onboard 24V Class B zones plus one 100 Zone LX Bus expansion.

### XF6-500 ///

includes the same six onboard 24V Class B zones plus five 100 Zone LX Bus for expansion.



It provides up to a half amp of 24 VDC of smoke auxiliary output power with OVC protection that is switchable. It also includes one 24V half amp Aux output that is non-switchable. The XF6 also has a 12V aux output for compatibility with current DMP zone expanders and other existing fire notification devices. It has a built on five-inch fire graphic touchscreen annunciator and two 2.5 amp 24V NAC circuits with selective synchronization compatible with Gentex™, Wheelock™ and System Sensor™ sync protocols.

The XF6 has eight paths of communication to the monitoring center from either LTE or onboard 10/100 autosensing ethernet network communication supporting sole path reporting, and customizable check-in and retry times. The FACP is easy to program and can be updated via DMP's Dealer Admin™. It has a 12,000-event buffer and is available in French, Spanish or English language menus.

The XF6 provides fire monitoring for any single site application. The panel provides fire monitoring and is enhanced by the onboard Ethernet connection that allows the use of network monitoring.

The panel comes fully assembled from the factory. The Fire Command Center touchscreen annunciator mounted in the door displays system events and menu prompts, making it efficient and easy to use. The 24VAC at 5.4-amp wire-in transformer is factory installed and features a built-in PTC for power circuit protection.

- **Powerful addressable fire alarm control panel (FACP)**
- **Proven reliability suitable for commercial and industrial installations**
- **Full range of zone expansion, communication, and relay output capability**
- **Flash updatable — locally over cell or network**
- **Network communicator or optional cellular communicator**

Commercial fire panels have advanced from dialer-focused communications to a true network and cellular communications approach, providing stronger, multi-layered

panel communications that ensure a constant link between the panel and monitoring center. Built-in 10/100 auto-sensing Ethernet connection enhances both standard and encrypted line security options. The panels may be used with the Model 263 Series LTE Cellular Communicators as the primary sole path communication with no backup required, and with DMP's LTE communicator there is no retransmission of alarm, or single point of failure, or NOC, like with other popular solutions. Alarm Communication goes directly from the FACP to the Monitoring Center. Each of the eight paths has its own programming parameters and can be identified as either primary or backup. The enhanced diagnostic menu enables technicians to check network and cellular communication status, cell signal strength and email status from the keypad.

Technicians can program zones for fire, fire verify, fire retard, pre-signal, cross zoning, or fire supervisory. This flexibility allows the ability to match individual zone characteristics to the needs of any area in the fire installation. Up to 100 zones are available on each built-in LX-Bus™ using expansion modules. Add up to eight devices on the XF6-100 system keypad bus and up to 16 devices on the keypad bus of the XF6-500.

Users can test fire notification appliances using the Fire Drill feature. A special code is also available for installers to test the system. The Walk Test allows a single technician to test the panel response to fire, burglary, panic, and supervisory zones. The XF6 Series panels accept software updates using DMP's robust Dealer Admin™ management cloud service. This makes it easy to perform flash updates remotely any time new panel feature updates release.



Model 7830F Remote Annunciator



The list of DMP compatible devices that have earned the UL Commercial Fire Listing include:

- 1103 Universal Transmitter offers the same look and features as the 1101 transmitter with the addition of a 470K end-of-line resistor, wall tamper switch and commercial fire listing.
- 1100R Wireless Repeater: Extends the communication range of DMP receivers, enabling physically larger, more reliable wireless security systems.
- 1100X Wireless Receiver: Supports up to 500 transmitters and satisfies all wireless applications.
- 1100XH High Power Wireless Receiver provides additional transmit and receive amplification for improved performance at greater distance or in harsh building environments.
- The 1164 includes synchronized sounders and a tamper switch. The 1164NS is for applications with existing sounder/notification devices.
- 1183 Wireless Heat Detector: A reliable, ceiling-mount

heat sensor available in two versions. The 1183-135F responds if the temperature exceeds 135°. The 1183-135R adds a rate-of-rise feature that responds if the temperature increases by 15°F per minute or more.

- 1184 Carbon Monoxide Detector the ideal choice for difficult-to-wire locations, applications where room aesthetics are critical or where hazardous materials are present. The sensor provides an early alert of potentially harmful levels of carbon monoxide in residential or commercial installations. In addition, it also transmits trouble, tamper, and low-battery messages to the panel.
- The 2W-BLX smoke detector is an addressable photoelectric detector that incorporates a state-of-the-art optical sensing chamber and an advanced microprocessor. It includes an addressable single point module for connection to the LX-Bus.
- The 2WT-BLX smoke detector is an addressable photoelectric detector that incorporates state-of-the-art optical sensing

chamber and an advanced microprocessor. It includes an addressable single point module for connection to the LX-Bus. The Model 2WT-BLX features a restorable, built-in, fixed temperature thermal detector and is capable of sensing a temperature higher than 135 degrees Fahrenheit.

- The 630F Remote Annunciator has a 32-Character LCD readout with full-text displays of system events and menu prompts. The 630F is protected by either key switch or code. The key switch enables single-button user operation of the Alarm Silence, System Reset, System Test and Fire Drill.
- The 7830F Remote Annunciator offers an easy to use touchscreen interface, a LED indicator, an internal speaker, a simple terminal connection to a 4-wire keypad bus, and other features. Keypads can be mounted on a backbox or a flat surface with appropriate fasteners.
- The 715 Zone Expander provides Four Class B zones for 2-wire smoke detectors and other powered or non-powered devices. Rotary-switch addressing. The module snaps into cover for installation with base or directly onto wall or switch plate. Includes 3.3k EOL resistors and 12-wire harness.
- The 715-8 or 715-16 zone expander provides Terminal block installation in a standard steel enclosure for eight or 16 powered zones supporting two-wire smoke detectors or other fire alarm initiating devices. 20-gauge enclosure with 1/2" or 3/4" conduit knockouts. Includes red 340 enclosure with lock and key plus EOL resistors.

**Refer to the XF6 Compliance Guide and specific compliance listings for installation and programming requirements necessary to meet a particular approval.**

## Introducing

# Our First 24V Standalone Fire Panel



## Finally, What You've Been Waiting For

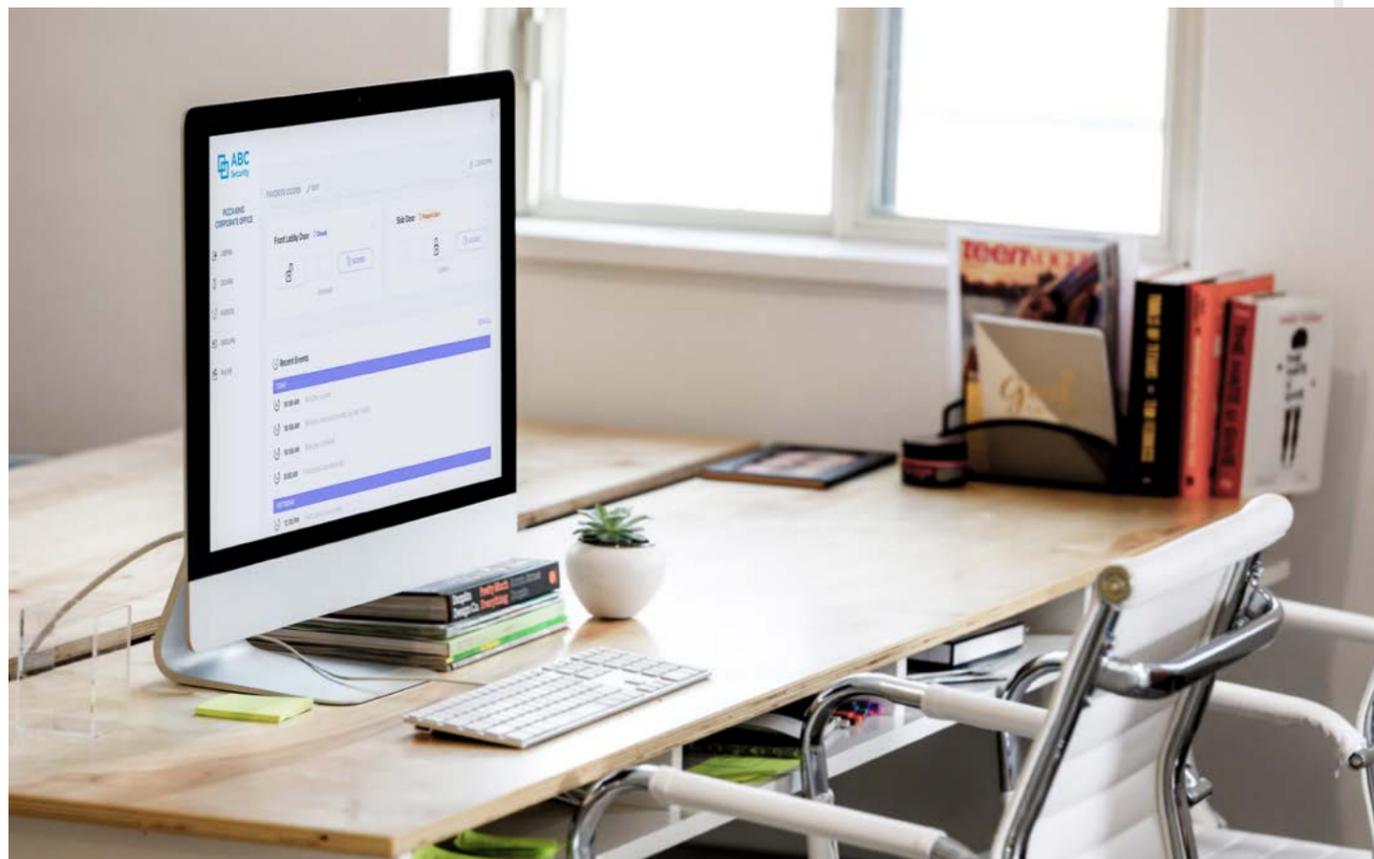
For years you've counted on our quality products and service in intrusion and access control. Your customers deserve the same excellence in fire safety. Introducing the new XF6 — a fire control panel that includes 24V power, network and cellular communication, remote programming and testing options.

Preorder today at [sales@dmp.com](mailto:sales@dmp.com) or call **877-757-4367**.



# ACCESS CONTROL IN THE CLOUD

In this article we will explore the benefits of cloud-based access control, why it's good for you, why it's good for your customers, and we will review potential risks to be mindful of when providing the service.



## Making Sense of it All

According to Future Market Insight's North American Access Control Market Outlook Report (2023 to 2033) the 2023 sales revenue for the access control market is projected to be \$4.75B. In the past few years, a lot has been written about cloud-based platforms within the security industry. One area that continues to grow in popularity is cloud-based access control.

## The Benefits of Using Cloud-Based Access Control

A majority of articles focus on the

flexibility and scalability provided by cloud-based access control. While these are major benefits, there are other important advantages to consider for your customers.

1. Less upfront capital expenses for IT infrastructure.
2. Reduction in IT responsibilities and training.
3. Remote system updates.

## Why Cloud-Based Access Control is Good for You

The benefits of cloud-based access control aren't limited

to your customers. There are advantages for you as a dealer as well. Cloud-based access control enables you to establish a service-centric business model and an option for managed services to generate additional RMR.

It also reduces truck rolls to perform on-site system updates allowing technicians to focus on new installs and eliminate backlogs. The ability to perform remote system updates also allows you to make immediate firmware updates, keeping your customers' systems protected



## Are You Unhappy with Your Current Alarm Billing Software?

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- ✓ Payments
- ✓ Chat
- ✓ Feedback

### WHServices

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from potential cybersecurity issues and ensuring you remain a trusted provider.

**Why Cloud-Based Access Control is Good for Your Customers**

It's likely that you are familiar with many reasons to provide cloud-based access control. We'll focus on three that provide benefits for your customers.

1. Integration with other business systems. A growing number of businesses are looking for the ability to enhance employee engagement by using a web-based, self-service employee portal where employees can do a variety of things from establishing security credentials to resetting passwords.
2. Access to real-time user data and reporting. This is especially important for enterprise level customers. As a small business, it's easier to know who's in the office as you can see who comes and goes. For businesses who have multiple floors or locations, they rely on the ability to pull live data to review access credential usage. They also need the ability to immediately deactivate a user's access if their credentials are lost or in the event of employee terminations.
3. Simplified credentialing for

floating employees. There is a desire to have a single credential for employees who need access to other sites beyond their primary location. Security providers who can provide customized access profiles based on groups of systems or authority levels will have an advantage.

**The Potential Risks of Cloud-Based Access Control**

Cybersecurity threats are the obvious concern many security leaders have for using cloud-based access control. Not only does the cloud provide more access points, but there is a concern that hackers will exploit



vulnerabilities in system hardware to breach company networks or steal sensitive, confidential, or classified data.

Another concern is the need for dealers or their customers to stay up to date with the constant change in network and cloud security protocols.

**Why You Can Trust DMP to be Your Cloud-Based Access Control Product Partner**

DMP takes cybersecurity very seriously and the list of features implemented to ensure the security of cloud-based solutions is extensive. In addition, DMP control panels do not run any of the common services such as FTP, NTP, or Telnet that are found in PC applications. A port scan of a DMP control panel will show that only the ports specifically identified in panel programming will be open. This makes the system much less vulnerable to attempted cyberattacks.

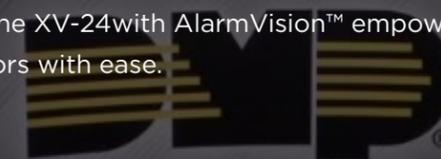
Many of the nation's top banks and secure government facilities rely on DMP control panels and network reporting capabilities for their security needs. Protecting your reputation and keeping your customers safe is extremely important to DMP.

# XV-24 with AlarmVision™ WEBINAR

## Have you missed DMP's XV-24 with AlarmVision live webinar?

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The XV-24 with AlarmVision™ represents a significant advancement in video monitoring technology, and we believe it has the potential to revolutionize the way you provide security solutions to your customers. By combining cutting-edge features, advanced analytics, and seamless integration capabilities, the XV-24 with AlarmVision™ empowers you to turn existing cameras into smart motion detectors with ease.



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Our team is readily available to assist you with any further questions you may have. Feel free to send your questions to [Info@DMP.com](mailto:Info@DMP.com) or your local Dealer Development Manager.



# The EPS Security Onboarding Program



**Mark Hillenburg,**  
Vice President  
of Industry  
Relations

I am fortunate to travel the country to meet with alarm companies and visit DMP dealers. I am always impressed with the level of professionalism and expertise that I see. Recently, I had the pleasure of visiting EPS Security in Grand Rapids,

Michigan. Kevin Carlson, President of EPS Security, was a gracious host. As I toured their operation, I had the opportunity to see their employee onboarding program firsthand, and I could tell that it was exceptional.

When you read an industry magazine or talk to dealers, one of their biggest struggles is hiring and training new employees, especially technicians. This has never been more acute than at this moment in time. Hiring, onboarding, training, retaining, and advancing employees most

likely takes up the bulk of your time and energy. To that end, Kevin Carlson along with Josh Sanders, Corporate Operations Manager, have agreed to give us a deep dive into their Employee Onboarding Program.

“Three or four years ago, we figured out that it was very difficult to find a trained workforce that has all the necessary certification and licensing. Say I need to hire a service technician and go find one on the open market. Well, it’s not playing out that

way anymore. We also have a significantly younger workforce. They approach entering the workforce differently than we used to,” says Josh Sanders.

What did they do to overcome this problem? Their business was growing rapidly, and they needed to fill their open spots. Does this sound like a problem that other alarm dealers are facing? It did to me. Let’s dig in.

*Our technician training program has proven to be a game-changer for our business. The program has elevated both our recruitment and retention by providing technicians a detailed framework for career growth.*

– Kevin Carlson, President, EPS Security

“It’s not just fire alarms and burglary systems anymore, it’s access control and video systems. We need to hire a lot of people and give them a lot of skills right away.” Sanders says, “How do we do that?” Sanders’ team came up with a list of the skills they were looking for and the attributes that they needed in a technician. Then, they determined how to get people trained on those topics. They trained not just product knowledge, but actual insights, techniques, and resources to be a professional technician.

### How They Started

EPS believed that they could teach almost anybody the products and how to use them. It was not as simple to teach them to “be a professional technician.” Details like how to:

- Deal with customer service issues
- Manage your schedule
- Check-in and check-out of appointments
- Organize your tools and vehicle
- Be safe and efficient

Once you add in a myriad of changing software, various web tools, different portals, and firmware updates, these trainees have a lot to learn very quickly.

### Technician Levels

EPS developed and defined a set of Technician Levels, which included a set of core competencies that progressed from a trainee that is new to the industry to an advanced level technician that has a lot of experience. The levels defined are *Trainee, Apprentice, Technician, Senior Technician,* and *Advanced Technician.* Each has designated goals, coursework, and certifications to achieve.

By analyzing the needs of every role across the company and determining what that role needs to be proficient and successful, they decided that investing in an online Learning Management System (LMS) was the best way to manage the program and advance hundreds of employees in their training. The LMS houses online learning modules for basic courses, pre-requisite learning, and specific classes that were developed in-house. The courses were built for every technician by role and a track was created for initial intake training to advanced training.

### START AT THE BEGINNING

#### Week One

Initial intake training is closely aligned with Human Resources. They start by getting them online with various software tools, such as the timecard system, office accounts, and their email and calendar. They provide them with appropriate access to various dealer portals and software ticketing systems. They complete a hand tool inventory and test every power tool to make sure it’s compliant and safe. They take over four hours of safety video training, then they do hands-on safety training. Everyone is certified in a scissor lift and

## Who is developing this curriculum?



From left: Arie Nienhuis, Technical Writer; Robert Fortney, Burg/Fire Instructor; Bernie Quackenbush, Access/Video Instructor; Erin Weber, Instructional Designer; Josh Sanders, Corporate Operations Manager; Tony Datema, Onboarding Instructor

“One of our instructional designers has her master’s in education. She was a professor at a local university when we found her. Another was a technical writing student and he actually started with us on a summer internship program part-time and now he’s a full-time member of the staff,” said Sanders. “We have a primary onboarding instructor who has 15 years of training in a corporate environment on standards and OSHA safety. And then a couple other people that we have homegrown from being technicians themselves.”

The training staff has varying degrees of education, but all are very well read and informed on the topic. EPS continues to invest in the training of the training staff, too. They attend conferences and “train the trainer” events. They study learning styles and how you can apply different techniques to learn different ways. “You always want to collaborate. Training is a very collaborative thing,” Sanders adds.



articulating boom. They train on PPE and OSHA requirements for safe jobsites. Then, they are taken through EPS internal company procedures, processes and rules. They are taught how to read blueprints and schematics. They are taught terminology and how to identify products on a blueprint.

#### Week Two

Building block classes start to move towards more technical skill sets that will be required going forward. The two building block courses, which were designed and built in-house, are Basic Applied Electronics and Basic Applied Networking.

The Applied Electronics course introduces the math skills required for passing the FAST exam (Fire Alarm Licensing in Michigan). They will use these math skills while learning about series and parallel circuits. All of this comes together during a relay lab where technicians must create a circuit using multiple switches, power sources, LEDs, and relays to simulate a fire alarm panel.

Similarly, the Applied Networking course gives a technician the basic skills to program network devices (both wired and wireless)

on a private network. Technicians will learn how to program an IP camera and set up port forwarding on their router to allow remote viewing. They also explore tools and techniques to troubleshoot common networking problems.

During this section of onboarding, EPS understands it could get tedious if it were all on screen. “We try to break this up so it’s not all just death by PowerPoint. We hit on all the learning styles — visual, auditory, kinesthetic, reading, and writing,” says Sanders, “Then we break out into hands-on for the alarm stuff. We try to do some physical pre-wiring and teach how to run wire. We take out ceiling tiles and get up on a ladder to create real-world scenarios that are easy to overlook.”

#### Week Three

The theory of operation for the core product offering is established. All the standard product devices and components are introduced and explained as to what they do and how they fit into the overall EPS offering. Access, fire, burglary, and video systems are overviewed first from a high level, then take a deeper dive. Technicians are taught what the individual boards and enclosures look like, how they power up,

how they get online, how they are programmed, and how to program them to meet the EPS product installation standards.

EPS has created a test environment that mimics their live production database, so the technicians can do mock jobs and build their confidence. They are given sample job tickets and begin working on a mock jobsite. Other people play the role of the customer, while the technicians role play checking-in at the jobsite and explaining the work to the customer. Then they perform the mock job ticket and are graded and coached on the process. Finally, they check-out with the customer. The technicians repeat these exercises for all of the core EPS product lines.

#### Week Four

Hands-on labs are required to get the technician familiarized with the product. EPS has developed their labs and training curriculum to teach exactly what their technicians need to know.

“Our training support staff, which includes an Instructional Designer and Technical Writer, are instrumental to our success. These individuals handle the majority of the unsung responsibilities that make the program tick. All of the courseware development including text, graphics, video, style guides, versioning, and archiving is in the hands of our writer,” explains Sanders. “Our Instructional Designer administers our LMS platform, runs our schedule, prepares documentation, manages technician transcripts and training plans, and pretty much anything else we ask!”

Once the initial onboarding program is completed, the new trainees shadow a senior level technician for eight weeks. Then, the individual departments have to test the trainees and prepare them for their 90-day review.

The training managers will confer with the technician’s supervisor and manager. Everyone talks about the progress, what was learned, and what is next and answers any questions that the trainees might have. The team makes sure that the technician is on a good learning trajectory and that they have confidence in what they are doing.

*It’s hard to believe I’ve learned as much as I have in these first few weeks.*

– A recent EPS technician graduate

#### Enhancement Training

Once the 90-day review is complete, and any adjustments are accounted for, they move into advanced level training. As an example, for DMP products, they introduce the XR150 during onboarding, but come back for full XR550 intrusion training that lasts five days. Then, there is a separate class for XR550 access control that is another four days. Once completed, that technician is considered “certified” on DMP and can be attached to any ticket for a DMP system. The job schedulers are constantly updated on who is available and certified to be assigned a particular job. This is repeated across all lines of products that EPS considers core to their business.

#### Apprenticeship Program

EPS has a program approved by the Michigan Fire Alarm Apprenticeship and Licensing Program that the state calls FAST (Fire Alarm Specialty Technician). They partner with ESA (Electronic Security Association) for alarm technician training and after two years of online classes and relevant on-the-job training, the technicians are eligible to sit for Michigan’s FAST exam. “There was a lot of work to getting that created and approved,” Sanders said. “It’s a subcomponent of the electrical license in Michigan. To get a fire alarm license in

Michigan, you have to be part of a participating apprenticeship program. It’s a big deal that EPS has this in-house program. I am only aware of one other apprenticeship program in the entire state.”

EPS also encourages technicians to gain their ESNT (Electronic Security Networking Technician) certification for access control and video installers. It is an 8-10 week self-study course culminated by a test proctored by their in-house ETA approved certificate administrator. Passing the course earns the technician a four-year ESNT certification and membership to the ETA.

#### The New Workforce

One thing that EPS learned by working with ‘the new workforce’ is that they need constant feedback. “There’s no such thing as too much communication with the Gen Z or millennial workforce,” Sanders said. For many of these employees, this is their first “real job” – the first time to wear a company uniform, drive a company vehicle, and have real employee benefits. So, they are learning all of these things as they go. “When I say we’re trying to teach them how to be a technician, maybe it’s better served to say we’re

trying to teach them how to be a professional... How to be a professional in a trade,” Sanders says. Sometimes these new workforce employees have never filled out a W-4 or had a 401K, so they take the time to teach them about those things, as well.

“It’s a sizable investment from the company, but we feel like it’s garnering good results, and it’s also building loyalty,” Sanders said. “I want an employee to think, ‘Is it really worth chasing another dollar an hour when I’m treated very well here, and I have a growth plan in place?’”

Initially, EPS had a technician level program whereas the levels were attained each year, the employee would earn a wage increase. However, they learned that the best timeframe for increases, and employee reviews was in shorter intervals. Sanders said, “Six months is the sweet spot...but there is not really a limiting factor. As quick as they can get the onboarding training and get the enhanced training and become proficient at their job, they can advance. If you complete the training and you’ve demonstrated proficiency and successfully completed the cumulative tech exams, you have done your classroom



work and your labs, EPS will do a summary assessment that is a graded practical exam. Once they complete that, they receive a wage increase.”

“Once the roadmap was laid out for the employees in a way that it made sense, everything came together,” Sanders said. “Our annual reviews became a whole lot easier. You’re not a supervisor who has 30 guys to keep track of and you’re trying to keep notes all year long like, ‘What did this guy do that is good?’, ‘What did he do that was bad?’, and ‘Do I have any customer comments on them?’ Before, we didn’t really have anything qualitative to measure on, now I can give them a goal or two, and it’s tangible that the employee can work toward and I know how they are progressing, and we can work toward it together.”

Additionally, by using the LMS, they can track the progress of every single technician. The goal is to get every technician certified on every product. The training team at EPS periodically reviews the progress of the entire technician ranks and creates a schedule to maximize learning. They publish the training schedule six months in advance, so everyone can plan and know where they are going to be. The training sessions are entered into the EPS job ticketing system just like any other job so that on the day that training is to take place, the technician shows up at the training center instead of going to a jobsite. This keeps the work flowing and doesn’t allow for surprises or issues related to not having enough technicians on the job.

#### **Additional Benefits**

EPS reports that there are numerous benefits to the program. For starters, the “return ticket” or go-backs dropped dramatically. From there, the other installation metrics all improved and continue to trend

upward. Another benefit is that now there is a well-trained pool of professional technicians that, in many cases, have been promoted. That advancement of technicians provides even more benefit to the roadmap and career potential.

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*There is nothing more valuable to the company than its’ people. So, investing in your people is the best thing that you can do. – Josh Sanders, EPS Security*

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#### **Onboarding 2.0**

EPS learned along the way that they didn’t cover all the topics they needed in the first four weeks. In 2023, they added a new piece to the schedule called Onboarding 2.0. Onboarding 2.0 is a five-day training experience designed to connect a technician’s field shadowing experience with the first months of onboarding. It allows the trainers and instructors to ensure their initial onboarding is relevant and comprehensive. It helps keep the training in sync with the field. It consists of cohorts of five to six people at a time. These cohorts will train together over the coming months for a couple of weeks at a time. It is not technical product training, but company culture concepts instead. It is passing on the secret sauce that provides EPS its’ advantage in its marketplace.

“With Onboarding 2.0, we’re trying to figure out how is the employee doing. Do you like it here? Do you feel appreciated? Do you feel connected? Do you believe in the mission?” Sanders explains, “Trying to garner feedback about what their journey looked like. Was it worthwhile? Was it meaningful? But also, to measure its effectiveness. EPS is a family organization. We want to know that you feel good about what you’re doing, that you feel appreciated at your job, that

you feel prepared, and that you have resources to be able to be successful at it.”

#### **The Lab and the Lab Guide**

Early on, EPS knew that hands-on training was imperative to their success. They had a very impressive equipment wall and classroom dedicated to training, but even that hands-on training could be improved. It was just not enough to have the equipment on the bench, but how did it mount up on a wall? How do the wires terminate in a mounted enclosure? So, they turned a portion of the previous training space into a lab environment where they could install metal studs and work with the building materials in a way that they were likely to encounter in a customer’s environment.

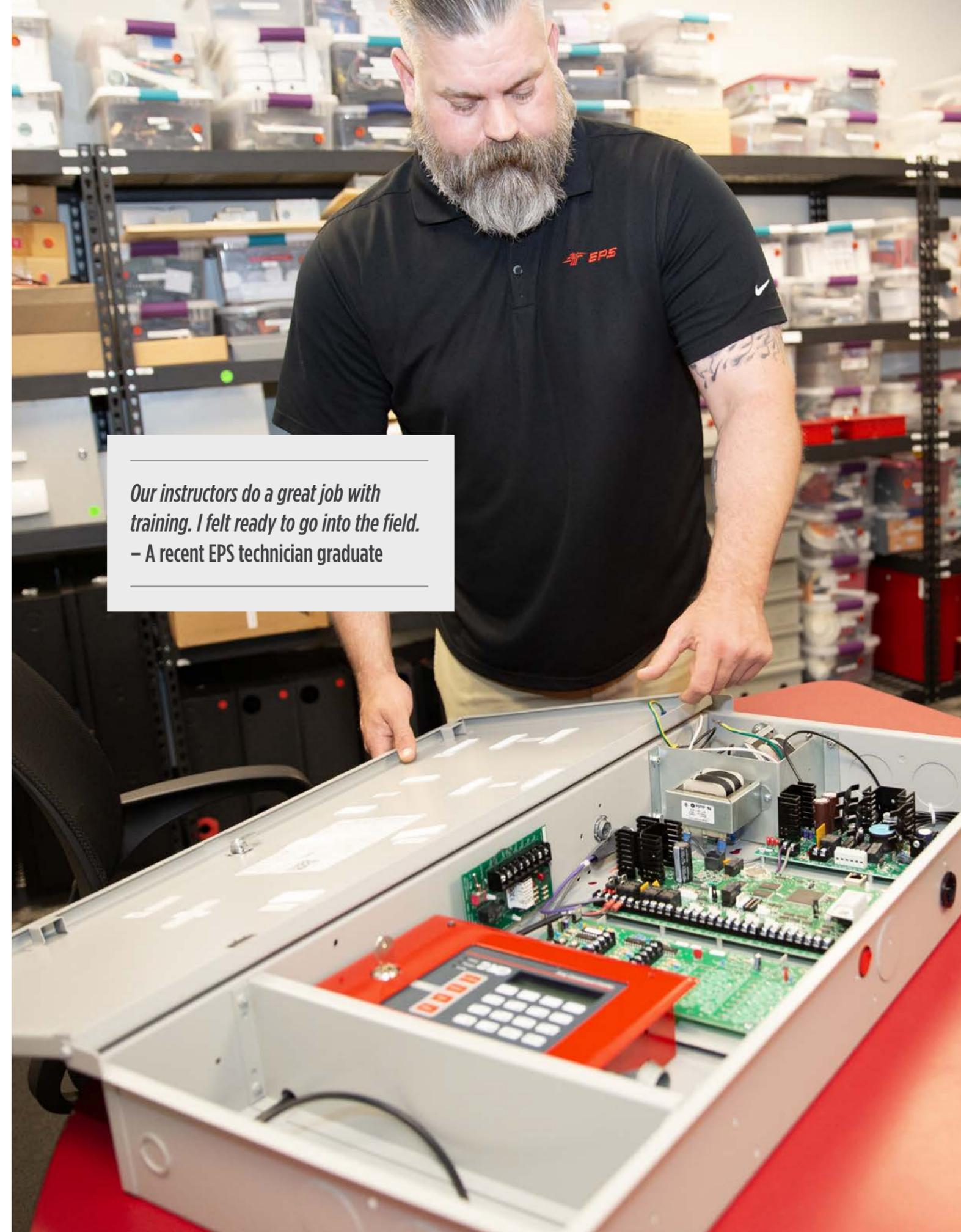
“We took a whole portion of equipment off the wall, and we just made some mock studs and put up some sheetrock so that the techs can go through a device mounting lab. And they are going to fish wire from the ceiling and run down behind the wall.” Sanders explains, “And they have some insulation in there. How do you run a spade bit through sheetrock and not get it all twisted up in insulation? Real world things that you wouldn’t even really think about. There are the steps. There is a process. We will teach you how.”

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*I really like that the training is so hands-on and that they mimic what we do in the field. – A recent graduate*

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Part of the training process is the documentation for each technician, so EPS came up with a book that encompasses their full journey through the entire training program. This book includes definitions of the levels and the career path roadmap. It also provides a place to record notes from training classes and labs. This book travels with them



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*Our instructors do a great job with training. I felt ready to go into the field. – A recent EPS technician graduate*

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and provides a singular reference document for everyone.

#### Getting Started Advice

If you don't have a training program like this, and you think you would like to, the first step is getting started. DMP would be happy to come alongside you and provide you with as many learning resources as we can, but you will likely need a broader program than what is offered through DMP University.

Sanders offers some advice, "You can't really put anything together until you understand what a model technician looks like for your company. To start, you have to meet your workforce where they are and then you take them on the training journey to get them where you want them to be. And I wholeheartedly believe that is the responsibility of the security company."

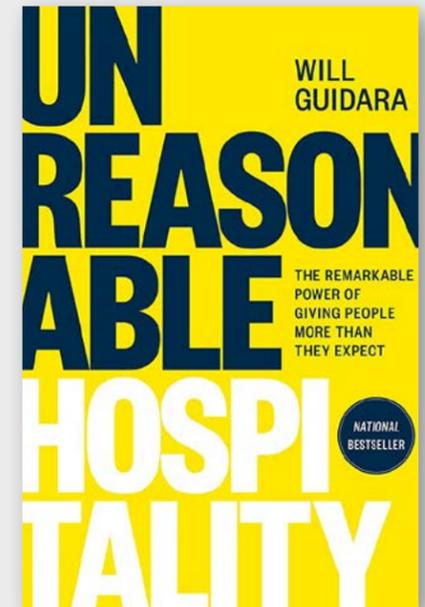
"There's nothing singularly more valuable than the people that are working for you," Sanders encourages. "You have to invest in those people to have success in this industry. They need

feedback along the way. I think that constant communication and continuous investment in your people is the best thing you can do from a training perspective."

The vision at EPS is for technicians, both new and tenured, to experience an ambitious and challenging curriculum focusing on best-in-class products, technology, tooling, logical troubleshooting framework, and safety for the duration of their careers. This building block approach maximizes individual potential and ensures that their electronic security professionals are well-equipped to meet the demands of the ever-evolving alarm industry.

Having seen this program in person and learning more about it, I can only congratulate the team at EPS! Great job, Kevin Carlson, Josh Sanders, and your entire team! This program is an extraordinary accomplishment that will surely benefit your company for decades to come. Thanks for allowing me to visit and learn more about it.

## DMP BOOK CLUB: *Unreasonable Hospitality* by Will Guidara



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## A Resource for Competitive Distinction.

When prospects look to evaluate service providers in today's competitive landscape, TMA's Five Diamond and IQ credentials and ASAP-to-PSAP service convey a commitment to service excellence. **TMATraining.org** features an extensive portfolio of online courses for professionals in the security industry. TMA members receive discounted prices. **Distinguish your business in the marketplace with TMA.**

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**2023 Annual Meeting**, Nov. 4-8, Maui, HI



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# 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. Visit [DMP.com/Training/DMP-University](https://DMP.com/Training/DMP-University) for more information.

## TECHNICIAN BOOTCAMP

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.

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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.

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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.

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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.

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## DMP UNIVERSITY

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## 2023 TOUR DATES

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| ESA Member Savings Program with discounts on fuel, office supplies, shipping, credit card processing, tools/equipment and more | ✓ | All NEW INTEGRATOR MEMBERS receive a \$250 online training gift card   | ✓ |
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The Voice of the Electronic Security & Life Safety Industry

# THE SALES SKINNY

## RESPONSIBILITY OF PROSPECTING

I want to share with you the most crucial step in the sales process. It is prospecting. To be successful in selling, you must become an absolute terror in the activity.

Prospecting is the primary supporting process that will provide you with a never-ending flow of people who will see they'll benefit from your products and services. No matter how well you close, handle objections, make presentations, in the end, you must always get a lead.

There are many different ways to prospect, but the most important thing is to be consistent. You should prospect every day, no matter what. The more people you talk to, the more leads you will generate, and the more sales you will make. We can reference the law of averages on this one to help us out.

Now, who is responsible for prospecting or generating those leads? You would not be surprised to learn it is you. It will always be your responsibility. While your company may actively support your sales efforts through a variety of lead generation programs, the most of the responsibility is always you.

There are some key things to keep in mind when prospecting. First, you need to be prepared. This means having a good understanding of your product and services and being able to articulate its benefits. Second, you need to be persistent. Not everyone will be interested in what you have to offer. Your job is finding people to sell to and selling to the people you find. Third, you need to be professional. This means being respectful of people's time and being a good listener. As the head of your own personal sales

organization, you must manage the ratios regarding all your activities.

I mentioned using the law of averages earlier and want to highlight how it will help manage your activities. You must inspect what you expect daily. Using the law of averages helps determine the number of times something will happen in proportion to the number of times something is exposed. What does this mean for sales and prospecting, though? If you talk to ten people and one says yes, you are at 1:10. If you talk to ten more people and get another one or two to say yes, you will see a ratio begin to appear. The law of averages has nothing to do with the quality of sales presentations. It assumes all comparable, improved performance. To increase your sales ratio, you must increase your activity.

But beware of incorrect activity in the sales business. What is considered "incorrect activity" in the business? It is not seeing enough people, seeing the wrong people, and complaining that you don't have time to see people or even the right people. Successful salespeople make excellent use of their time. Utilizing proper time management will determine how each task yields its desired outcome. To help with this, you must have, what I call a C.O.D program.

**C**ommunication - communicate the business you are in, to everyone.

**O**bservation - watch and listen to what's going on in your territory.

**D**edication - be dedicated to making contacts and getting referrals.



Jack Conard,  
Director of Sales  
Training

Let us expand further on each part of the C.O.D Program. For Communication, you should be communicating all the time. To family, friends, people you know and people you do not know. Everyone.

For Observation, what does it really mean to have a territory? It is knowing what is going on in a specific area, your area! Know about the crime and fire in the area, businesses moving out, remodeling, and new businesses coming in. Know about your current customers and what is going on in their lives and anything going on that can create desire.

Lastly, for Dedication, utilize STP - See the People belly button to belly button. You must set up your referrals and work the program. If you don't, what would stop them from buying elsewhere? Be dedicated in everything you do.

Ultimately, it's essential to increase your productivity to increase your paycheck. Prospecting is the foundation of any successful sales career. It is your paycheck, so do this correctly. If not, it is nobody's fault if it does not work but your own.

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NEW



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THIRD QUARTER

# METRICS DASHBOARD

These metrics will be published each quarter.



AVERAGE RMA TURNAROUND TIME: **8.78 DAYS**

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Learn more about DMP Video Solutions:





**Matthew Wolf,**  
Training  
Development  
Specialist

# DMP ON THE JOB

DMP On The Job is a newsletter series full of educational information, helpful tips, events, news and resources created specifically for technicians.

## PROGRAMMING SCHEDULES WITH VIRTUAL KEYPAD APP

Virtual Keypad allows you to have full control over your alarm system from anywhere in the world. You can manually arm and disarm your system, control Z-Wave devices, outputs and doors of access from any computer or mobile device.

You can also use Virtual Keypad to set schedules, so some system functions are performed automatically. This means your customers spend less time managing their system. For example, a schedule can be used to arm the system and lock the doors each day. Z-Wave Favorite schedules help homeowners keep their energy costs low by adjusting the thermostat and turning off lights.

There may be times where the regular schedule needs to be modified. Using Holiday Dates and Temporary Schedules, schedule behavior can be customized to the user's needs without having to make changes to the schedule itself. Schedules are one of the many ways that Virtual Keypad helps you deliver the security and peace of mind your customers expect from their system.

### Types of Schedules:

- **Arming:** used for automatic arming and disarming of areas on the system.
- **Door:** a door is unlocked and locked according to a schedule.
- **Extend:** allow an authorized

user to extend the present day's permanent scheduled closing time.

- **Favorite:** Used to schedule automatic activation of Z-Wave favorites.
- **Output:** An output is turned on or off according to a schedule
- **Sunrise/sunset:** allows any schedule to automatically adjust times to follow sunrise and sunset based on the system's zip code.
- **Temporary:** allows you to enter a Begin and End time, as well as a Start and End date. It automatically gets deleted from the system at the End date.

## WIRELESS RECEIVERS

DMP's Two-Way Wireless is unlike any other — it offers numerous advantages over other wireless products, including:

- Frequency range between 905-924 MHz
- 900 MHz frequency-hopping spread-spectrum technology
- Two-way communications for greater reliability and support for more frequent sensor check-ins

Using a DMP wireless receiver saves money on wire and installation time while reducing customer inconvenience. The DMP Wireless Survey LED capability on transmitters was designed to allow one person to confirm communication with the panel. With the built-in survey LED, you can quickly confirm they've got a problem-free installation the first time, every time.

Wireless signals don't penetrate metal objects, but they do penetrate drywall, masonry, furniture, wall paneling and other solid objects. Materials such as these can reduce signal strength; however, radio wavelengths at higher frequencies are much shorter. Therefore, the DMP advantage of shorter wavelengths is that they can more easily

fit through narrow openings, while our competitors' longer wavelength signals may be reduced in strength or, depending on the type of blockage, may not get through at all.

Even in some of the harshest environments, our standard 1100 Series wireless receiver is strong enough to maintain communication to our wireless transmitters. Oftentimes, a repeater may not be necessary for maintaining proper communication to wireless transmitters. However, if the LED Survey reports communication issues with the standard receiver, try swapping it out for a high-power receiver and perform the LED Survey again on all zone locations. If the LED Survey still reports communication issues with the high-power receiver, add

a repeater to extend the range of the wireless signal. When adding a wireless repeater, here are a few guidelines to keep in mind:

- More is not always better - a repeater is only necessary when range testing confirms poor communication. Only add one 1100R at a time and perform the LED Survey on all zone locations before adding another. Installing several repeaters all at once could cause unwanted signal interference.
- The 1100R should be mounted between the 1100 Series wireless receiver and the 1100 Series wireless transmitters that are out of range. Mount the 1100R as close to the wireless transmitters as possible, while maintaining proper communication to the wireless receiver.

	1100D	1100R	1100DH	1100XH	1100DE	1100XE	1100DHE	1100XHE
<b>FEATURES</b>								
Panel Family	XT	XR	XT	XR	XT	XR	XT	XR
Two-way supervised wireless communication	•	•	•	•	•	•	•	•
Frequency-hopping 900 MHz spread-spectrum technology	•	•	•	•	•	•	•	•
High power for extended range			•	•			•	•
Encryption with your own passphrase					•	•	•	•

## TECH SUPPORT REPRESENTATIVE SPOTLIGHT

### Caleb Kelley

**What Tech Support team are you on?**  
The Hardware and Software team.

**How long have you been at DMP?**  
One year.

**What is your favorite DMP value and why?**  
My favorite value is Teamwork. The crew we have here in Tech Support is a great group that always helps each other out anytime we need it. It helps us deliver solutions to all our dealers more easily when our group is working well together.

**A little about me:**  
My favorite hobbies include bowling and disc golf primarily. I also like to play video games, hang out with my friends and travel.



# SECURITY

## FOR HYBRID WORKPLACES

In recent years, an increasing number of companies have embraced the concept of remote work or hybrid workplaces in order to retain top talent and enhance employee satisfaction. While these options offer numerous advantages, they also present security obstacles. Two primary concerns arise: first, ensuring appropriate individuals are present in the correct locations at the designated times, and second, safeguarding against potential data breaches.

This article will delve into various approaches that can assist businesses in securing hybrid workplaces and provide them with effective tools to overcome these challenges. As organizations have fewer security team members on-site, they are exploring innovative methods to monitor the movement of individuals within their facilities. They not only require real-time data collection regarding who is present in the building but also need mechanisms to respond if employees are found in restricted areas or if they are on-site during unscheduled hours.

### **Access Control**

The first line of defense for securing the hybrid workplace is ensuring all entry points are protected by an access control device. This consists of perimeter entrances and exits but may also include interior doors, especially for restricted areas or locations that house sensitive data.

With an access control system in place, you can provide additional capabilities to enhance your customers' security measures and generate additional RMR for your business. One option that is growing in popularity is the use

of biometrics to verify employees' identities. While high security government locations and financial institutions have lead the way in this area, a variety of other industries including healthcare, education and oil and gas-related sites are starting to show more interest in this technology.

### **Video Integration**

Another solution proving valuable for a hybrid workplace is video integration. While using video has long been used for access control and intrusion events, its use in the convergence of cyber and physical security is powerful for



accustomed to working remotely may forget or misplace their key cards or fobs used to gain entry to their worksite. The use of smartphone and Bluetooth credentials can be a great option for access control in the hybrid work model. Not only will it eliminate the cost of reissuing physical credentials, since most people always have their cell phones with them, it enhances the employee's experience. In addition, mobile credentials are less likely to be shared or stolen.

**Partnering with DMP on Security Solutions for Hybrid Workplaces**

As a DMP dealer you can feel confident in your ability to provide solutions to your customers looking for security support in a hybrid work environment. Offer a cloud-based system management tool which provides best-in-class remote management of their systems, users and schedules as well as customized real-time reporting. Deliver industry leading video integration featuring patent-pending technology that seamlessly connects cameras, analytics and XR Series™ control panels to trigger panel responses or alarms in real time. Furnish Bluetooth credentials that help reduce costs and increase employee satisfaction.

companies operating in a hybrid work model. Some companies are integrating their security cameras to verify employee identity before granting access to secure data storage.

**Schedules**

Once your customers can ensure the right people are accessing the appropriate areas of their businesses they need to need the ability to control when employees are authorized to enter and exit. A significant number of access control systems today provide the ability to set schedules as part of a user's profile. The use of schedules is instrumental to ensuring people are not taking advantage of a reduced on-site monitoring to use off-hours for unauthorized activities. When working with a customer with a hybrid workforce, increase your value by helping them incorporate schedules as part of their user credentials SOPs.

from home can perform instant credential or system changes without being on-site.

The ability to download and install system and firmware updates from any browser is critical in helping your customers protect against data breaches due to a lack of device management. The number of incidents has increased as more companies offer employees the option to work remotely and have cost companies billions of dollars.

**Mobile Credentials**

Employees who have become

**Cloud Technology**

A driving force behind successful security measures in a hybrid work environment is cloud technology. Two key areas to consider are access control and system maintenance. A cloud-based access control management tool ensures that security professionals working



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# iENSO Investment

## PRESS RELEASE

### DMP Ownership Takes Controlling Stake in iENSO to Develop World-Class Video Security Technology

Springfield, MO., July 5, 2023—Digital Monitoring Products® Inc. (DMP®), the world’s leading manufacturer of security solutions, announces a strategic investment in iENSO Inc, the world’s leading developer and supplier of intelligent and connected embedded vision platforms. The combination of iENSO’s video expertise and DMP’s extensive record of innovation, quality and

customer service in the security industry positions DMP for growth in the rapidly expanding commercial and residential video security market.

“We’re excited about iENSO joining the DMP family as they will help us deliver an even more comprehensive and highly integrated range of video products to our dealer network,”

stated Rick Britton, CEO of DMP. “With iENSO, we will provide our dealers with the most innovative video security solutions in the market.”

The transaction provides iENSO with access to DMP’s extensive North American manufacturing resources, expertise, and dealer network, facilitating accelerated growth and the ongoing



**DMP EXECUTIVE  
ROUNDTABLE**  
SALES LEADERS

# SAVE THE DATE

DECEMBER 4-5, 2023

INTERCONTINENTAL KANSAS CITY AT THE PLAZA  
IN KANSAS CITY, MO

The DMP Sales Leaders Roundtable is an event hosted by members of the DMP Executive Management Group including Owner and President, Rick Britton. The objective is to provide sales leaders and sales managers with an opportunity to discuss best practices with their industry peers and learn from professional sales speakers and content creators. These events are targeted to sales leaders, sales managers and executives.



Space is limited! Please register before Monday, November 13, 2023 at [DMP.com/Roundtable-SalesLeaders](https://DMP.com/Roundtable-SalesLeaders).



## iENSO Team – Surveillance Category Experience



**Vlad Kardashov** VP Engineering

- Former VP Eng at FLIR Systems
- Former Director Engineering and Product Development at Lorex
- 20 Years of experience leading smart imaging, thermal imaging, and product development teams
- Edge and Cloud based video analytics expert
- Holds several patents pertaining to camera development and configuration



**Lior Ohana** Director of Software Engineering

- Former Director of Software Engineering at FLIR Systems
- 15 years experience leading software development teams in the imaging industry
- Expert at Cloud development and integration



**Ilan Gershon** Sr Director, Product Strategy and Development

- Former Director Product Management at Lorex
- 20+ years of experience in electronics product management of which 16 years were at Lorex
- Past responsibility for full Lorex product and technology roadmaps
- Strong relationships with key technology partners in Taiwan and China

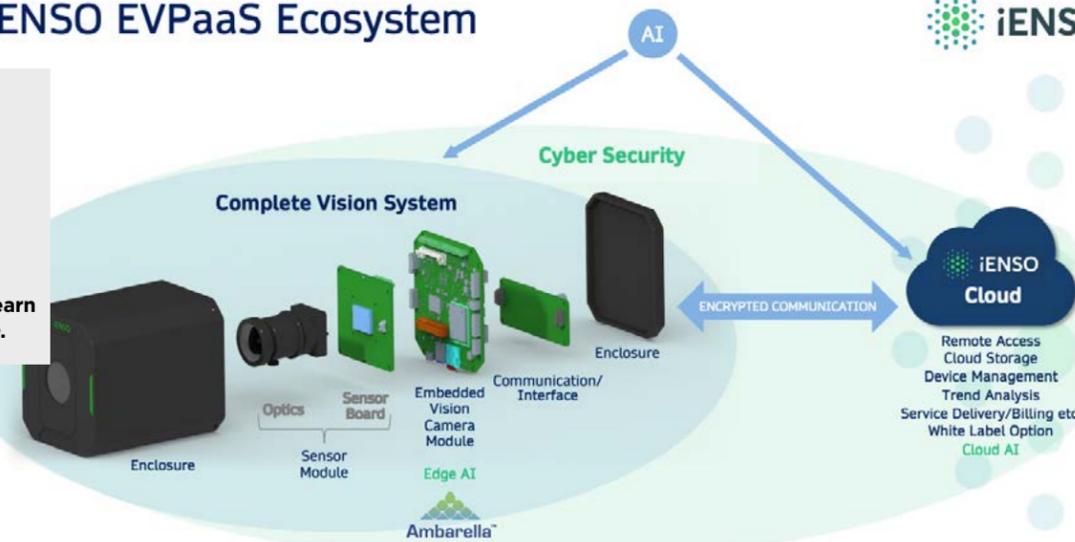


Confidential

## iENSO EVPaaS Ecosystem



Watch this video to learn more about iENSO.



development of innovative camera products, cloud services and sensing solutions for all its core markets.

“We are excited about our relationship with DMP, a group that shares our dedication to providing exceptional value and technology to our customers,” said Sebastien Dignard, President of iENSO. “This relationship will allow us to more effectively deploy our camera and cloud solutions in security while

continuing to give us the flexibility to expand in other markets that require best in class imaging solutions”

### About iENSO

Established in 2003, iENSO is the embedded vision collaboration partner for major international brands, including several Fortune 500 companies. The company designs, builds and integrates custom vision and multi-sensor systems for companies that need cameras, sensing capability,

image processing, Edge AI and cloud services capabilities in their products. With iENSO, brand owners can embed intelligent data extraction and analysis, protected by robust cybersecurity technology, to support real-time decision making at the edge. This extends from appliances and devices around the home, to a range of commercial applications, including smart agriculture, surveillance, and security.



# Cloud-Based Access Control

## Choose the Trusted Leader in Commercial Security

The X1 Series installs in minutes with no complicated training and can be fully managed by your customers from their smartphones or computer. With the ability to create group access, manage custom rules and auto lock or unlock schedules, your customers can tailor their system to meet their specific needs.



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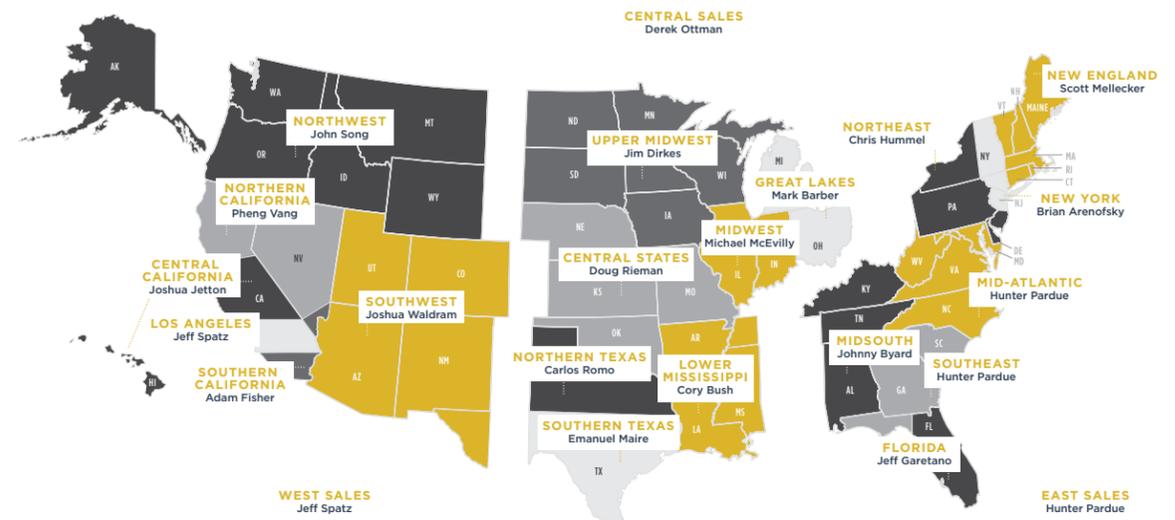
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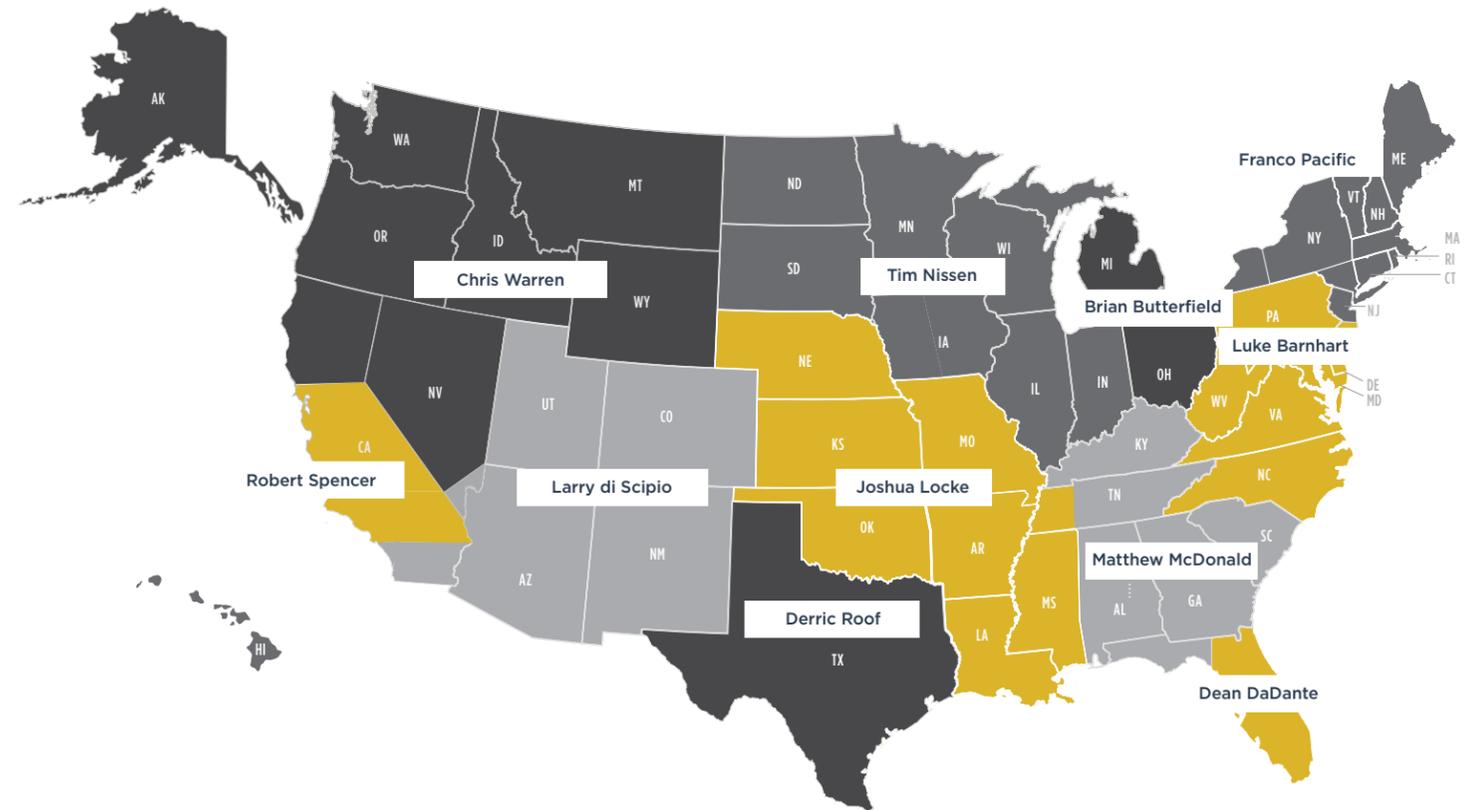
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# Giving Back Spotlight

Do you want your company to be featured in the Giving Back Spotlight of the *DMP Security Dealer Digest*?



Contact Jan Britton, the DMP Cares Coordinator!

The DMP Cares Giving Back Spotlight of the *DMP Security Dealer Digest* will now be written by Jan Britton.

If your company would like to be featured in the Giving Back Spotlight, contact Jan at Jan@DMP.com and send her some information about your program or non-profit that your company supports along with some photographs. If your company is selected to be featured in the spotlight, Jan will contact you for more details.



Join the Movement.  
Become a Partner in  
Verified Alarm Response.

At PPVAR, we are on a mission to revolutionize the way alarm response is handled. By joining our movement, you can make a significant impact on the partnership between public safety and the alarm industry. Together we strive to establish processes and standards that ensure a fact-based response to verified alarms.

Membership in PPVAR allows you to

- Influence future standards and ordinances
- Collaborate with all stakeholders in the alarm response process including law enforcement, public safety, emergency communication centers, alarm monitoring centers, NRTLs.
- Solve issues of concern arising from current and future technology

Our Goals:

- Promote the value of verification and validation in alarm events.
- Enhance dispatch efficiencies.
- Increase first responder safety.
- Increase apprehension rates for intrusion alarms.

**Be a Part of the Change. Join PPVAR Today!**

Make a meaningful difference in the alarm response process by joining PPVAR. Visit our website at [www.ppvar.org](http://www.ppvar.org) or call us at (844) 700-0041 to learn more about how you can become a valuable partner in verified alarm response. Together, let's create a safer future for everyone.

communications@ppvar.org

www.ppvar.org



# DMP EMPLOYEE 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.

When our DMP family was invited to gather around the table at last 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:



## BROCCOLI AND RICE CASSEROLE

from the kitchen of Michal Moss Early

### INGREDIENTS

- 1 cup hot water
- 1 cup minute rice
- ½ cup onion (diced)
- 1 cup Velveeta cheese (cubed)
- 1 cup broccoli (chopped)
- 1 can cream of chicken soup (or cream of mushroom)

### INSTRUCTIONS

1. Preheat oven to 350 degrees.
2. Place water and onion in glass casserole dish. Cover and microwave until very hot.
3. Remove from microwave, add rice, cover and let sit.
4. Stir in remaining ingredients and bake until heated through.



## SPICY CRACKERS

from the kitchen of David and Judy Peebles

### INGREDIENTS

- 1½ cups canola oil
- 1 package dry ranch dressing
- 1 teaspoon creole seasoning
- 1 box saltines
- 2 tablespoons crushed red pepper

### INSTRUCTIONS

1. Mix everything but crackers and let sit for 30 minutes.
2. Drizzle on crackers and toss every 15 minutes for an hour.



## SOUTHWEST CHICKEN SANDWICH

from the kitchen of David and Polly Roberts

### INGREDIENTS

- 1 package chicken breasts
- 1 package fajita seasoning
- 1 package sub sandwich rolls
- 1 onion, sliced
- 1 bell pepper, sliced
- 1 can jalapeño cheese sauce

### INSTRUCTIONS

1. Sprinkle fajita seasoning on chicken breasts. Let sit for at least 30 minutes.
2. Grill chicken until no longer pink.
3. Saute peppers and onions until tender.
4. Slice sub rolls, brush with butter and grill until lightly brown.
5. Heat cheese sauce for three to four minutes or until bubbly.
6. Assemble the sandwiches with the chicken, veggies and cheese sauce on the sub rolls.
7. Serves well with french fries.



# CREAMY BACON SPINACH RAVIOLI

from the kitchen of Rick Britton

### INGREDIENTS

- 6 slices bacon
- 2 shallots, sliced
- 1 garlic clove, chopped
- 4 tablespoons unsalted butter
- 1 cup heavy cream
- ¼ cup chicken stock
- 1 cup grated parmesan cheese
- 1 package cheese ravioli
- 6 ounces baby spinach
- 1 cup cherry tomatoes, halved
- Fresh basil

### INSTRUCTIONS

1. Bring pot of salted water to boil. Cook ravioli.
2. In a deep pan, cook bacon until crisp. Transfer to paper towel lined plate.
3. Add shallots to the bacon fat and saute over low heat.
4. Add garlic and saute until fragrant.
5. Add butter and melt. Whisk in cream and stock.
6. Bring to a low simmer, stir in parmesan until melted. Season with salt and pepper.
7. Add spinach to cream sauce then add ravioli.
8. Mix in chopped bacon, tomato and basil.

## DMP's 2023 Summer of Fun!

This summer, the events team has planned a lot of fun summer events for the employees at DMP! Below are photos from the fishing tournament. Other events have been mini golf, pickle ball and a Springfield Cardinals game!



# DMP FAMILY Happenings



**Congrats to Dean Belisle, National Sales Trainer at DMP, for becoming a member of the ESA board.**



**DMP's Summer Summit 2023, Catch the Wave!**



Indoor PIR / Combination Detector

## FlipX SERIES

- ▶ With unique 180° rotatable lens for customized detection
- ▶ Ideal for indoor residential to high-end commercial security applications



### Standard Models

FLX-S-ST & FLX-S-DT



Residential / light commercial applications

### Professional Models

FLX-P-ST & FLX-P-DT



Professional commercial applications

### Advanced Models

FLX-A-AM & FLX-A-DAM



High end / high risk intrusion applications

The FlipX Series replaces these discontinued OPTEx products:

#### End of Life Product

RX-40PI  
EX-35T  
CDX-AM  
CDX-NAM  
CDX-DAM

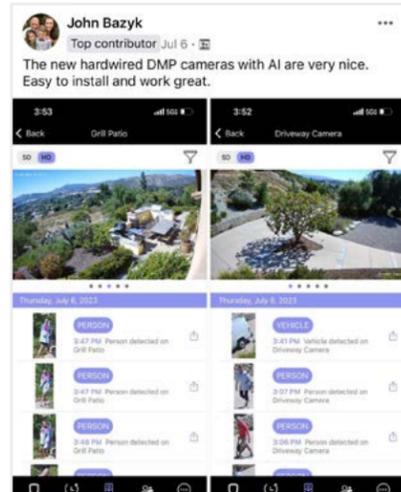


#### Replacement Product

FLX-S-ST  
FLX-S-ST  
FLX-A-AM  
FLX-A-AM  
FLX-A-DAM



# DMP Social



Post your install photos on social and tag @dmpalarms!

We love to see your before and after photos!



California · Nevada · New York

## Welcome TO THE FAMILY



### TROY RIEDEL *Director of Sales, X1*

We are excited to announce Troy Riedel has been appointed as Director of Sales for DMP's X1 Access Control Platform. Troy is an accomplished security industry professional based in Fort Worth, Texas. His 37-year career began after his service in the US Naval Submarine Service as a Navigation Electronics Technician.

Throughout his career, Troy has established himself as a results-oriented sales leader where he has consistently demonstrated his ability to excel while ensuring outstanding employee retention. His true passion lies in developing highly proficient sales teams, and he is widely recognized for implementing successful, repeatable strategies that have produced top performers in the integrated security and cloud-based solutions market.

Drawing from his experience leading global sales organizations, Troy brings invaluable insights to DMP's integrated security resellers. His track record of driving growth in the Physical Access Control SaaS business equips him to assist DMP dealers in capturing new, high-margin market share and penetrating untapped vertical markets.

Beyond his professional achievements, Troy is a PADI Certified Open Water Scuba Instructor, indulging his love for global exploration and adventure by Scuba diving around the world. When not immersed in the world of security or scuba diving, he cherishes spending quality time with his wife, sons, daughters-in-law and grandchildren.

The industry's highest-trained monitoring Specialists work on-site from our 3 hardened facilities.

From the onset of the pandemic, our choice has been to keep critical monitoring operations staff on-site. We believe monitoring from home provides lower-quality service.

Remote work has touched every industry, and every business has had to make choices about "how" they will do business.

We've made our choice.

- Unfailing power redundancy
- Multi-carrier phone/internet connections
- Strict security (access by cleared staff only)
- No distractions, dogs barking, kids playing, doorbells, etc.

Proud to support the DMP dealer family with the highest quality services including monitoring of all DMP panels, DMP video products, SecureCom Wireless communications and direct integration with the Virtual Keypad app.



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**DMP EXECUTIVE  
ROUNDTABLE**  
DEALER

**SAVE THE DATE**  
FEBRUARY 12-13, 2024

**PASÉA HOTEL & SPA**  
IN HUNTINGTON BEACH, CA

The DMP Executive Dealer Roundtable is an event hosted by members of the DMP Executive Management Group including Owner and President, Rick Britton. This event provides DMP dealers with an opportunity to discuss best practices with other dealers or security personnel around the country. It is targeted to owners, senior management, and sales and marketing management personnel.



Space is limited! Please register before  
Monday, January 22, 2024 at  
[DMP.com/Events/DealerRoundtable](https://DMP.com/Events/DealerRoundtable).

