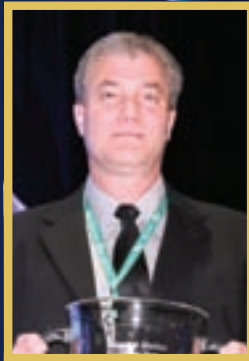


SDM

NEW DIRECTIONS FOR SECURITY SYSTEMS & INTEGRATION



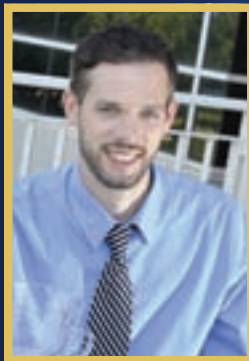
Manager of the Year
Amy Jo Feliciano



Central Station of the Year
Diebold Inc.



Operator of the Year
Melanie Warych



Support Person of the Year
Brian Nussbaum

Central Station
of the Year



Diebold, Inc.

KEEPS GETTIN' BETTER

Diebold Inc. and the 2011 CSAA award winners all have one thing in common: relentless growth.



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Relentless Growth



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SDM profiles the recipients of the sixth annual CSAA Excellence Awards.

By Heather Klotz-Young, Senior Editor

ABOVE: The 2011 CSAA Central Station Excellence Awards winners join Mark McCourt (far left), *SDM's* publisher, Ed Bonifas (fourth from right), the president of the CSAA, Laura Stepanek, *SDM's* editor and the event's emcee (second from right), and Steve Doyle, CSAA executive vice president (far right) for a group photo.

Every year companies across the country take the time to fill out applications for the Central Station Alarm Association (CSAA) Excellence Awards. Central stations, managers, operators, and support staff all take on the challenge of communicating who they are and what they do so well — in an application.

This year's winners include several repeat applicants who have evolved into "the best of the best" the awards recognize — experiencing the payoff that comes from continued learning, growth and effort, a common trait among all of this year's winners. The growth visible in the winners also reflects that escalating growth in technology and services throughout the industry. If the year could be summed up in a catch phrase, it could aptly be "keeps getting better."

As one of the anonymous judges describes, "Some of this year's candidates and ultimate

winners had submitted previously and had not won, but they continued to apply while demonstrating their continued dedication to their companies and their customers. It was a privilege to recognize their continued efforts this year. It was also a privilege to honor previous runners up who escalated their skills to take top honors."

An industry that exhibits relentless growth, always striving to get better and reach higher standards, has a bright future.

The CSAA and *SDM*, the awards sponsor, announced the 2011 CSAA Excellence Award winners on June 8, 2011, during a breakfast held at the Electronic Security Expo in Charlotte, N.C.

The CSAA Excellence awards program was developed to establish and promote the inherent value of central station services, and those who have made significant contributions to the central station monitoring industry.

Central Station of the Year

Once is good. Twice is great. Diebold exemplifies non-stop growth and a proactive approach to the changes sweeping the industry.

PHOTO COURTESY OF THE PHOTO GROUP



Central Station of the Year

Diebold Inc.

Location: Uniontown, Ohio and Honolulu

Year Founded: 1998

Number of Operators: 46

Type of subscribers: Non-residential – 37400+
Residential – 3700+

Laura Stepanek, SDM's editor (far left), Steve Doyle, CSAA executive vice president (second from left), and Ed Bonifas (far right), the president of the CSAA, join a group of staff from Diebold Inc., the 2011 CSAA Central Station of the Year.

In 2007, Diebold Inc. was named the CSSA Central Station of the Year. In 2011, the company is at the top again, becoming the first repeat winner of the award. Over the last five years, Diebold has grown, trained, added services, harnessed new technologies, and transitioned to remain a company on the leading edge of everything the central station industry has to offer customers.

“If I went back and pulled out our application from 2007, I’m sure I’d be surprised by some of what is in there. You forget what you were and what you were doing then, especially if you are always focused on changing and improving,” says Jacqueline Grimm, director of security solutions, and an integral part of the vision for and ongoing management of the Diebold Monitoring Center. “Our company philosophy has always been that people, processes and technology are what really make a difference for our customers. We have an extreme willingness as a company to change and improve as demonstrated by ever-adapting, goal-oriented training for our people and an equal investment in creating and implementing new technologies that meet our customers’ needs — things like becoming more IT centric, ever increasing our customers’ security, becoming a lot more video centric, and embracing new things like energy and interactive services.”

If one thing stands out, it is Diebold’s rate of change and excitement about the services it offers.

“I attribute our willingness to make changes to our initial business outlook as to why we are in this business — our customers. They’ve asked us to change and to continue to add services, and we

view ourselves as an extension of our customers’ security practices,” says Grimm.

Diebold considers its monitoring center’s capabilities a very important component of its total integrated security offering. “Our monitoring center goes above and beyond traditional security measures to offer solutions to address our customers’ complete monitoring needs,” says Charles E. Ducey, Jr., executive vice president, North America operations, Diebold. Several new services recently launched include:

- **Diebold Advanced Dealer Programs:** Diebold launched a dealer program that makes its monitoring solutions available to dealers. Growth of the Diebold monitoring center, as well as the advanced monitoring services the center is equipped to provide, were key drivers in the development of this program. Fire Detection Solutions and Services: Diebold launched a nationwide fire program to help its customers mitigate the risks fire poses to people, facilities and physical assets. The new offering enables integrated fire and burglar protection to end users.
- **Site Sentry® Remote Video Storage:** Diebold can securely store surveillance video. Customers need only invest in the camera. Diebold’s hardware, software and services do the rest.
- **Energy Management Monitoring:** Optimizes the efficiency of heating, ventilation and air conditioning and electrical systems and tracks facility resources to reveal variances in facility temperature, illumination of lights and other energy-related measurements.

- **WeatherAlert Service:** Provides severe weather and natural disaster alerts based on specific site locations. The service can deliver weather forecasts three times a day and send alerts to security managers.

New services are only one component, however, Grimm points out.

“In this age, all the fast-changing technology and the opportunity to add new services is really, really exciting stuff, but that is only one piece. Technology by itself doesn’t actually get our customers what they really want. You still need to have things like great management, excellent dispatchers, and first-class training. People, process, and technology ensure customer service and satisfaction,” Grimm says.

Diebold carefully hires its employees, holding them to the highest standards in terms of ethics, employee development and safety. The company achieves this in many ways, including a Leader to Leader Program, a Continuous Learning program, and a tuition reimbursement program.

Diebold believes strongly in training. During the 90-day onboarding trial, associates also take the CSAA Level 1 Operator course and must pass the test before the trial period ends. CSAA Level 2 Operator training typically occurs after one year of service. Beyond traditional onboarding education, Diebold also offers access to Diebold University. This free, online learning resource is available to all Diebold associates. They choose from thousands of application courses, can prepare for professional licenses and tests and more. Cross-training and job shadowing is also available. Diebold has also created an online resource known as Compass to enable associates to manage their professional and career

development through educational opportunities, employee referral programs, e-orientation classes, manager tool kits, supporting documentation, business tools, performance review forms and more.

Diebold has been recognized for its training, winning the American Society for Training & Development (ASTD) Champions of Learning Award for the third year in a row in 2010.

That’s not the only award the central station has picked up. It received a 2010 Call Center Excellence Award from the International Quality & Productivity Center (IQPC). In addition, Frost & Sullivan named Diebold the North American Commercial Monitoring Company of the Year in 2009 and 2010.

Diebold is CSAA Five Diamond Certified and holds multiple UL certifications: UUFX, CVSG, CVSU. The central station holds CRZM listings that certify the center to deliver alarm monitoring services for the U.S. government, as well as CRZM and CRZH listings that enable the central station to provide, install, maintain and monitor alarm systems at U.S. government UL 2050 certificated sites.

In addition to its Ohio location, Diebold operates monitoring centers in Hawaii and Mexico. Collectively, the centers provide service to sites located in the continental United States, Latin America, Canada, Puerto Rico and the Pacific Islands.

Diebold has developed an aggressive disaster recovery plan, including the notable addition of a pandemic plan to ensure the continuity of business operations. It involved retraining employees who previously had worked in the central station but had gone on to other departments. In addition, a fully redundant backup site is located within 20 miles of the main central station and can be transitioned to easily.

One of the notable projects the central station accomplished in 2010 was the conversion of one of Diebold’s largest retail customers from dial-up alarm panel connections to IP-based technology. The project involved installing new alarm panels at more than 7,000 locations within a seven-month time period. The central station tested and verified installations at more than 1000 locations per month. The project deadline was successfully met for this major undertaking. During this same time period, the central station even brought on a new retail account with more than 600 locations.

From disaster recovery to training, from new services to technology conversions, Diebold is a company meticulous about training and best practices, focused on growth and excited about all the possibilities of this new era of the industry. For information, visit www.diebold.com.



PHOTO COURTESY OF DIEBOLD

Diebold’s primary central station in Uniontown, Ohio.