

**We C.A.R.E.**  
Our pledge to:



**C**are for your personal safety and peace of mind.



**A**nswer your calls and alarms quickly.



**R**eflect Godly character in all we do.



**E**arn a fair profit to fuel our positive impact on people's lives.

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☎ 303-721-0111

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Centennial, CO 80112

## Keeping Up With the Speed of Life

Have you noticed the speed of life accelerating? Not only do years fly by more quickly, everything in our daily lives happens faster. Technology is driving a speed-of-light life experience. Computers are faster. Smart phones are faster. Amazon deliveries are faster. As a result, we expect everything to be available NOW!

Security Central recognizes that the definition of fast has changed. We used to pride ourselves on notifying customers of alarms within 30 seconds. But 30 seconds now seems like an eternity if you are waiting for a web page to load. We recognized that we needed to get critical information to clients even faster, so we introduced our new text message alarm notification service last year. Clients now receive notice of alarm conditions almost instantly! The feedback from most clients has been overwhelmingly positive. They love the speed and convenience of the two-way text communication.

We also recognize that clients want and expect instant access to their information and real-time feedback to changes. Jordan Jackson, president of Security Central, recently shared, "Clients don't want to wait for us to make changes for them. They want to see the data themselves and watch it change instantly. Therefore, we need to give them the tools to access their account information the way we do." We have done just that!

Our new web portals give you the access and control that you expect. The customer data we manage falls into three general categories: Alarm Operations, Billing/Service Info, and Alarm Monitoring Info. We now offer you direct access to all three types of data through our customer website at: [www.securitycentralinc.com/current-customers/](http://www.securitycentralinc.com/current-customers/). If you are not already utilizing these web-based tools, we strongly encourage you to try them. They provide you instant access to your information and the opportunity to update important data with real-time response. Below is a brief description of what you can do through each web portal.

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(Continued on Back Cover)

**KING OF C.A.R.E.**



Michael Rivas

Michael Rivas, a veteran Quick-C.A.R.E. Responder, took a routine call on a recent Saturday afternoon from a long-time client Kathy R. in Westminster. Kathy was experiencing some trouble with her alarm system. Michael helped her troubleshoot the problem and suggested that she reboot her system. The reboot process involves momentarily disconnecting the back-up battery that resides in the main control box of the alarm system. However, when Kathy tried to open the control box, she realized it was locked, and she did not know where the key was.

The standard solution to that problem would be to schedule a service appointment to have a technician open the panel box, but Michael took matters into his own hands. He advised Kathy that he had the following day off and he would drive up to her house and deliver a new panel key to her. Michael sacrificed a portion of his Sunday R&R time to make sure Kathy could open her alarm panel when needed.

For his above-and-beyond personal service and sacrifice, the Security Central team voted Michael as this quarter's King of C.A.R.E. Congratulations, Michael! 



# How to save power when your phone battery is low...

You get the dreaded low power message and you are an hour from any place to charge the phone.

It happens to everyone and, in fact, in 2018's survey by USA TODAY, more than 75 percent of people polled said longer battery life was their top desire for a phone.

Luckily, battery life is improving, but sadly not very quickly, according to ComputerWorld.

Here are some things you can do to save power:

- Turn off background apps like GPS-based services of maps or games. Turn off notification services.
- Turn off location services.

- Disable apps that use the most power in the background. If you check your battery section you'll probably see that apps like Facebook, WhatsApp or Amazon are sucking power out of your battery. You can disable some background features of apps by looking through the apps settings. In Android 9 phones or higher, you can restrict an app's access to background battery power.
- Put the phone in airplane mode and turn off bluetooth.
- Just turn off the phone completely. 



# Security Central Prepares for Move to Larger Facility

As we celebrated our 50th anniversary this year, we enjoyed looking back and fondly recalling “the old days.” While the moments of nostalgia were sweet, we actually spent more time looking forward and thinking about our next 50 years. Our team brainstormed how we could better serve our clients. We renewed our commitment to positively impact more people. Through the strategy sessions, one thing became clear... if we want to keep growing, we need more space.

Therefore, Jordan Jackson and Brandy Pontious, president and general manager of Security Central, respectively, started their search for a larger facility to launch us toward our next 50 years. They found a great building just one mile from our current location. The building had all of the features that our leadership team identified we need.

Jordan Jackson shared, “I am really excited about the new facility. It will provide us 50% more space so we can continue to add new team members and new technology to serve our clients.” Brandy Pontious added, “Not only do we need more space, we need different space... a modern open work environment to allow our entire team to work together as one unit. The new facility will enable us to do that.”

Plans are underway to make the necessary modifications and improvements to the building to prepare it for Security Central’s operations. Security Central plans to move into the new location in November. Stay tuned for more details and the grand opening of our new Security Central world headquarters! 



Medical  
Emergency



Fire  
Safety



DirectNet  
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PRSRT STD  
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PAID  
Lancaster, PA  
Permit #299

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**We C.A.R.E.**

**Honeywell**

Authorized Security and Fire Dealer

# Keeping Up With the Speed of Life

*(Continued from Front Cover)*

## Alarm System Remote Control

Most modern alarm systems have the capability of being controlled and managed via a smart phone app or website. With a proper internet connection, you can change your alarm user codes, arm/disarm your alarm, review event logs, manage notifications, and more. Need to add a code for a new employee or house guest? Just click on the app and enter the new info. It's that simple!

## Account Billing and Service

Through our billing and service portal, you can pay open invoices, review past invoices, update your credit card or bank account info, create a new service appointment request, and review past service tickets. Got a new credit card number or expiration date? Just log in and update the info instantly!

## Monitoring Information

Do you need to review who is on your alarm notification list? Have a question about an alarm signal we received? You can see the same information we use to monitor your account by logging in through our Monitoring Information portal. Audit your account information, print reports, and more with a few simple clicks!

Life moves fast. We know you don't have time to wait. So we give you instant access to your account information. If you need assistance logging in, give our Quick-C.A.R.E. team a call at 303-721-0111. We'll help you keep up with the speed of life 

