

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



Care for your personal safety and peace of mind.



Answer your calls and alarms quickly.



Reflect Godly character in all we do.



Earn a fair profit to fuel our positive impact on people's lives.

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☎ 303-721-0111

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# New Year, New Location

Security Central is kicking off 2020 with the unveiling of their new facility. Months of planning and execution by the Security Central team resulted in a new service center with a completely updated look, feel, and technical capabilities. The 10,000 square-foot facility provides nearly 50% more usable space than Security Central's previous site. The new office boasts a modern, open-workspace environment for improved team communication and collaboration. The expanded warehouse area accommodates more equipment inventory and technician support area so field-technicians can be better equipped and better trained for the fast-changing world of security technology.

Jordan Jackson, president of Security Central, shared, "We are really excited about our new facility. It will allow us to continue to grow and serve our clients better. We built our previous building in 2002 thinking it would last us forever, but over the past 17 years, we have grown so much we simply ran out of space. Therefore, we knew we needed to invest in a larger operations center to properly serve our growing customer base."

Along with the additional square footage, Security Central completely updated their technology infrastructure to provide better, faster service to clients. All computers were upgraded and equipped with Google's G-Suite of tools to speed the flow of information between team members and clients. A new cloud-based phone system enables calls to be handled more quickly and efficiently by team members across different departments and locations. The new computer network processes information approximately ten times faster to handle the growing volume of customer data.



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



Randy Zagyi

A residential client called with an urgent security concern. Their next-door neighbor just experienced a home invasion where the intruders stabbed the neighbor multiple times and left him for dead! Fortunately, the neighbor survived the attack, but the incident made our clients very nervous. They wanted to enhance their home security system by adding security cameras and our AlarmView monitoring services right away. Unfortunately, our installation schedule was full for the next two weeks.

Gilbert Munoz, the Client Services representative who was helping the clients, recognized the sensitive nature of the situation. Being concerned for the clients' personal safety and peace of mind, Gilbert explained to the clients that he would do his best to somehow squeeze their camera installation into the already-full schedule.

Gilbert reached out to all of our technicians to explain the situation and ask if any of them would be willing to do the work over the upcoming weekend... which was the Labor Day Holiday weekend! Technician Randy Zagyi immediately volunteered, stating the holiday didn't matter; what mattered was restoring the clients' lost peace of mind.

Randy sacrificed his Labor Day Weekend plans and instead got the clients' new camera system installed and activated that Saturday to make sure the client could sleep better that night!

For Randy's exceptional efforts, he was crowned this quarter's King of C.A.R.E. by his teammates. Thank you, Randy, for always showing how you C.A.R.E.! 

# Water Sensor Saves New Security Central Facility



We recently became the beneficiary of our own services. Only a week after moving into our new facility, our own alarm system sounded an alert one afternoon. Text message notifications instantly went out to the Security Central management team, advising of a water sensor alert from our newly remodeled kitchen.

Upon investigation of the alert, we discovered water beginning to puddle in the cabinet underneath the kitchen sink. Water was dripping down steadily from the faucet above and pooling right where the water sensor was strategically placed below.

Thanks to that water sensor, we were alerted to the plumbing problem within seconds of it starting. We quickly turned off the water supply to the faucet and prevented any further leaks until the plumbing problem could be corrected. Had it not been for the water sensor, we likely would have not noticed

the problem until there was visible damage to the kitchen cabinets and flooring. What a relief to know we were spared the pain of seeing our brand new kitchen water damaged within the first week!

Do you have water sensors in your home and business? We recommend placing water sensors at all likely sources of water leaks such as sinks, toilets, dishwashers, ice makers, washing machines, water heaters, sump pits, etc. Adding water sensors to your alarm system is much more affordable than you might think, and they can save you from thousands of dollars in water damage.

Call our Client Services team today at 303-721-0111 to learn how you can be protected against water damage. 

# Million Dollar Impact Initiative Reaches Midpoint Milestone

In January 2016 Security Central announced its Million Dollar Impact Initiative, our commitment to give away \$1,000,000 to local and international charities over a ten-year period. As we complete the fourth year of the initiative, we are happy to report that we have already reached the midway point to our million-dollar goal! As of the end of 2019, Security Central has donated approximately \$510,000 to its impact-partner charities through the impact initiative.

Jordan Jackson, president of Security Central, recently shared, “When I had the vision of giving away \$1,000,000, quite honestly, I didn’t know exactly how we were going to do it. I shared the vision with our team and hoped it would inspire them to work harder and smarter than we ever had. Their unprecedented focus and amazing effort over these past four years has inspired me instead!”



The goal of the initiative is to impact lives in our community/world and to inspire others to live and give generously. Therefore, we are honored and humbled that clients and friends have joined our effort and donated over \$30,000 in addition to the funds Security Central has contributed. We truly appreciate each person who has helped to accelerate and amplify the impact we are having on people in need.

Through Security Central’s partnerships with its vetted charity partners, lives have been impacted in the following ways:

- Local homeless men and women received food, shelter, and life-skills support
- Local sick kids lived their dreams through Make-a-Wish
- Local at-risk youth connected with mentors to guide them through school and life
- Local women escaping abuse, addiction, and sex trafficking lived in safe houses
- Local men and women coming out of incarceration received job training and counseling
- Villages in Africa were transformed with fresh, clean water sources
- Orphans and widows in Ethiopia joined together to love and support one another
- Women in 3rd-world countries received micro loans to start self-sustaining businesses

It is only through the loyal support of clients like you that we are able to impact lives in these ways. Thank you for making our Million Dollar Impact Initiative possible! If you would like to join us in impacting lives, please visit our website at <https://www.securitycentralinc.com/about-us/1m-initiative/> to learn more.





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

**Honeywell**

Authorized Security and Fire Dealer

**resideo**



premier security dealer

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Brandy Pontious, Security Central's general manager, excitedly explained, "We have a great team of people who are all committed to caring for our clients. With the new tools that our team members have, they will be able to C.A.R.E. for clients better than ever!"

Jordan Jackson added, "We believe that if we serve our employees well and help them thrive both personally and professionally, then they will, in turn, serve our clients better. We invested in this new facility to benefit both our team members and our clients. From what we have seen so far, it looks like the investment is already reaping dividends for both!"

Moving is always a lot of hard work, but Security Central gladly took on the challenge in order to continue delivering the best security and safety services available. We hope that you will visit our new facility at our annual Customer Appreciation Day shredathon and recycling event on May 9th. If you would like to stop by before then, just give us a call. We would be happy to see you and give you a tour! 