

SAFETY & SECURITY

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A Short List for Selecting a Security System Company

One of the most important decisions an executive committee or facilities director can make is the choice of a security system provider. The correct selection impacts not only the safety of all personnel and visitors, but much of the company's assets as well. Fortunately, the guidelines for making such a critical determination are relatively few, according to JMG SECURITY SYSTEMS' CEO Ken Jacobs who last September celebrated the 20th anniversary of his Fountain Valley-based company.

The first step is to look for a security system company that is familiar with your business as well as its own. Reviewing the security company's customer list is the easiest way to confirm knowledge of your industry.

Posted on its website (www.jmgsecurity.com) the JMG customer list is diverse and ranges from multi-location clients like Home Depot and Sport Chalet to high-traffic venues like The Honda Center and Knott's Berry Farm.

The sales personnel's experience in security issues also should be probed. All JMG sales agents, for instance, have a minimum of five years' experience with the company and regularly attend training sessions by security equipment manufacturers. By knowing your sales representative's history and experience, you can be more confident in the solutions they recommend.

Next, evaluate the potential security vendor's commitment to service. Virtually all offer the same technology and products. But their response time for service, installation and repair can vary greatly.

To determine this critical aspect of a prospective security system provider, make random selections from its customer list and inquire directly about the company's availability when needed.

JMG has built its 20-year reputation for excellence through its service department, which is headed by co-founder Mike Christensen. As part of its service emphasis, JMG maintains a customer service department that can solve most queries by phone and a fleet of technicians who look to provide same day service.

The third guideline is to determine if the security system company can provide design solutions, not just off-the-shelf systems. Each security need is unique and requires analysis by an expert.

This expertise offers many economies, from the amount of equipment initially ordered to installation decisions that can facilitate future security system expansion or upgrades.

Finally, Jacobs suggests looking for a company with local central station monitoring. "Our Orange County-based monitoring station is a terrific convenience for our clients," Jacobs advises, "Not only is it in touch with local needs and conditions, but our central station provides tours for clients to demonstrate how this critical facet of security operates and what it provides."

What also makes JMG different is its community outreach programs. On May 21 JMG will host its 13th Annual Benefit Golf Tournament, which over the years has raised more than \$500,000 for the Huntington Valley Boys & Girls Clubs. For information on playing or being a sponsor for this year, contact Ken at (714) 545-8882.