

## Distribution Company Likes JMG's "Moves"

In a history that began with JMG in 1990 and includes 16 relocations to larger quarters in the Inland Empire, Mark Chase, VP of West Coast Operations for Distribution Alternatives, is a JMG fan and has years - actually decades - of experience working alongside the security leader.

Chase began his career with the Minnesota-based company 28 years ago in a 50,000 square-foot building in Fontana, where the landlord recommended JMG. Now, more than a quarter of a century later, Distribution Alternatives occupies a 900,000 square-foot facility in Rialto and considers JMG a critical partner in their phenomenal growth.

"We've never thought about using another security systems company," Chase submits.

"When we needed to expand to a larger building, I'd just give Greg Hanoian a call and he would help us develop whatever systems we would need to best protect our assets."

The moves to bigger warehouses necessitated adding more employees too, which impacted the need for more sophisticated access control systems. In that regard, JMG's technical capability was just part of meeting Chase's needs. He especially appreciated, in those growth spurt years, that new hires could be added to the system by simply placing a single phone call to JMG's data entry department. "Never any delays," he says of this aspect of JMG service, "I called so often, I think they recognized my voice."

Over the years Hanoian and his support team have been so responsive that great service is routine for Chase. He did single out one instance, however, when the company opened a temporary satellite warehouse. "Greg saved us a great deal of money by recommending a wireless system to control our cameras and other electronic security devices," he remembers. "When we moved to permanent quarters, we were able to use the wireless system there as well."

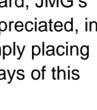
With an operation as big as Distribution Alternatives, security plays an extremely important role in every aspect of the business. As Distribution Alternatives's client roster grew to 30 clients, its inventory fluctuated to seasonal highs of \$300 million, which required 167 employees and a substantial delivery fleet to conduct business. "Let's just say JMG has saved me a lot of sleepless nights," Chase concluded.



JMG's sophisticated security systems are a big part of Distribution Alternatives 900,000 s.f. facility.

**DID YOU KNOW?**

You can save trees with electronic invoices instead of paper. Just email [accounting@jmgsecurity.com](mailto:accounting@jmgsecurity.com) for complete information.



## Hydranautics Focuses Its Security Lens with JMG

Just as the gradual switch from analog to IP camera technology greatly enhanced the optics of Hydranautics' security over the years, so did the decision in 2009 to have JMG secure the facilities of this global leader in membrane technology.

Adam Smith, Equipment and Facilities Manager at Hydranautics, inherited three security system vendors when he took charge of the manufacturer's multiple Oceanside sites eight years ago. The inefficiencies associated with multiple sources providing similar services prompted Smith to invite JMG and three other vendors to submit plans to consolidate and streamline security operations across all venues. With its membrane products in use on all seven continents, Hydranautics requires security well beyond that of other manufacturers.

"We have to undergo security audits to meet federal and international standards, and each year JMG puts us in a position to do so," said Smith.

JMG came highly recommended and Smith was familiar with them through the efforts of Senior Sales Agent Mike Tremblay. Smith ultimately chose the JMG team, as much for its personal approach as for its technological superiority.

And, he hasn't been disappointed. "Everyone at JMG, from the dispatcher to top management, is very accessible and responsive to whatever we need," he said.

Smith's satisfaction comes from JMG's capabilities as it has the expertise to provide all the security systems required as Hydranautics has doubled in size since 2009. The systems JMG has designed and installed range from access control and fire and burglar alarms, to helping Hydranautics transition its video surveillance from analog to IP technology.

What once required three passwords and multiple calls to different monitoring centers is now handled on a one-to-one basis between Smith and Tremblay. The JMG team now secures Hydranautics' 400 employees and nearly 200,000 square feet of manufacturing and warehousing space.

"Just as we apply state-of-the-art technology to manufacture our renowned membrane products, we leverage best-in-class solutions to secure our business," said Smith. "I'm often asked about my satisfaction in working with JMG and I'm happy to give them the highest recommendation possible."



JMG has provided all the security systems required as Hydranautics has doubled in size since 2009.

## JMG's Golf Tournament Contribution To Community Recognized

by Ken Jacobs, President/CEO  
JMG SECURITY SYSTEMS, INC.

The 21st Annual JMG Benefit Golf Tournament drew a full field of 288 players and netted more than \$115,000 for The Boys & Girls Clubs of Huntington Valley. That brings the tournaments' total contribution, in just over two decades, to more than \$1.7 million.

On June 15th, Wells Fargo Bank acknowledged JMG's contribution in its "Home Run Heroes" ceremony before the game at Angel Stadium. The bank has teamed with the Angels to honor "local community heroes" with a check of \$2,500. JMG Director of Marketing, Randie Shapiro, accepted the honor on behalf of JMG and presented the check to the Boys & Girls Clubs' Executive Director, Art Groeneveld, who was also on the field with his son Wyatt. Thank you, Wells Fargo, for the honor.

My thanks goes out to Art Groeneveld, and his staff, who complement our effort with a tremendous amount of work. The tournament's board, which has gone unchanged for 21 years, and our sponsors and volunteers, are truly responsible for the success we've had. Pacific Premier Bank continues to make its presence felt as Host for the fourth year. Thank you Steve Gardner.

Supporting an organization like the Boys & Girls Clubs is rewarding and gratifying. I think we make a community stronger by investing in its next generation of youth. I know my children benefited greatly from their experience there, as have the families of many of our employees.

JMG appears to be on a pace for another year of record business. Mike Christensen joins me in realizing that the JMG team, inside and outside our offices, makes it possible as does our clientele who make us part of their "expanding" success. We have never had a stronger or more dedicated cast of partners.

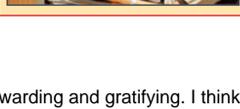
Hope to see you soon at a seminar or at a demonstration in our Command Center. Many thanks to Mark Chase, V.P. of West Coast Operations for Distribution Alternatives, and Adam Smith, Equipment and Facilities Manager for Hydranautics, for sharing their experiences with JMG's service and personnel in this issue.



"Gentlemen start your golf carts!" is part of the tradition at the JMG Benefit Golf Tournament that drew almost 300 players in 150 carts.

**DID YOU KNOW?**

A lot of cities now require permit numbers prior to dispatching response teams. To make sure we have your permit number on file email us at [dataentry@jmgsecurity.com](mailto:dataentry@jmgsecurity.com).



## You've Been Notified of an Alarm. What Should You Do Next?

by Pete Jacobs, V.P. of Operations

Imagine you're a couple hours into a good night's sleep. The phone rings and it's a friendly JMG operator notifying you of a signal received from your security or fire alarm system. Or maybe you've received an e-mail notification about your system. Great, you may be thinking. What do you do now? A few scenarios may be easy to determine the best course of action such as a door alarm followed by several motion detector alarms. Most people in this case would request to dispatch the police and/or security guard. If you have a CCTV system set up with remote viewing capabilities, you would have a good time to check the cameras. Or maybe you're being notified of a water flow signal, which - by the time you've received the notification - the fire department has already been dispatched. There are several other types of notifications that are not as clear as to the cause, and solution, of the problem. A few examples of these are Supervisory, Trouble, Bypass, Communication Trouble/Failure, Failed Timer Test and A/C Power Loss.

Every system is different and may have unique devices and dispatch protocols depending on the type of system (burglar alarm/fire alarm) and what the fire department requires in your particular city. Click [here](#) to read the full article on our website which goes into detail about different notifications you may receive, what they could mean and what you can do about it.

In summary, there are multiple types of notifications you may receive and the cause for each one is not always clear. Please call our service department to get more information and to schedule a technician to look into the notification(s) you have received. If you'd like clarification around specific notifications, you can also forward them to [service@jmgsecurity.com](mailto:service@jmgsecurity.com). You can also call the monitoring center 24/7 to find out if a particular problem has been restored. When you call the monitoring center, you can request to speak with a technician or request emergency service if needed. When receiving a phone call from our monitoring center, you will see the number, 866-459-0009. Please save this number in your contacts as "JMG Monitoring Center", so you know it is JMG calling.

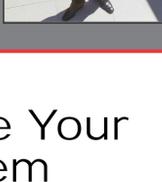
We are here for you when you need us. Please remember to be safe, stay vigilant and be sure to test your systems! Our service is your security, so please let us know how we can help.



When the Monitoring Center agent calls, do you know what to do next?

### JMG FUN FACTS

When Dominic Rubino isn't in the office or meeting with clients, you'll likely find him hanging around with friends and local surfers capturing Southern California adventures on "film." He has always been fascinated with video and photography. His new favorite toy is his drone. Dom most recently filmed JMG's 21st Annual Golf Benefit Tournament highlighting the event from overhead. Check out the new video by [clicking here](#).



## Video Analytics - Give Your Surveillance System Some "Smarts"

by Craig Loyd, V.P. Operations  
JMG SECURITY SYSTEMS, INC.

Not long ago, we all relied on surveillance systems that captured - at best - shady figures lurking in the shadows. Today, armed with the latest in video analytic technology organizations can save money and reputation working with intelligent security systems.

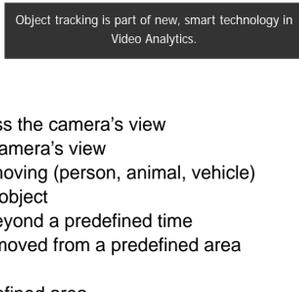
Video analytics is the use of sophisticated algorithms applied to a video stream to detect predefined situations and parameters. These can include, but are not limited to, the following:

1. Motion Tracking - Following a moving object across the camera's view
2. Object Detection - Detect a moving object in the camera's view
3. Object Classification - Identify the type of object moving (person, animal, vehicle)
4. Direction Flow - Identify the direction of a moving object
5. Loitering - Alert if an object becomes stationary beyond a predefined time
6. Left/Removed Object - Alert if an item is left or removed from a predefined area
7. Face Detection - Detect and record faces
8. People Counting - Count people in and out of a defined area

There are many processes involved in developing a video analytics platform, but the main area focuses on obtaining and interpreting video data from either an IP or analog camera. Some systems capture content as a video file (avi, wmv). The video images are then passed through image extraction, feature and edge detection algorithms. These processes check the image for recognizable details, compares the foreground to the background, and differentiates between them by detecting changes in foreground objects.

At this point, the systems have enough information to make intelligent decisions based on the pre-set rules and parameters set in the software. It can then either ignore or flag alerts depending on these rules.

Stay tuned to learn more about video analytics applications and capabilities in our next newsletter.



Object tracking is part of new, smart technology in Video Analytics.

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