

# SECURITY TODAY

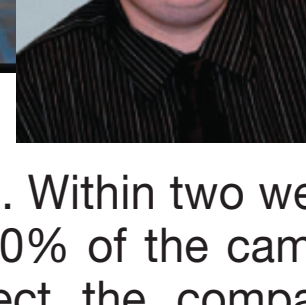


JMG SECURITY SYSTEMS • 17150 Newhope St. • Suite 109 • Fountain Valley, CA 92708 • 714/545-8882 • 800/900-4564  
www.JMGSecurity.com Alarm License No. AC03759 Contractors License No. 575070 January 2012

## Logistics Company Decides JMG is Good for the Long Haul



Jason Butler



When you are moving a household, or a company, the deadwood rarely makes the traveling team. If it doesn't work, don't move it, right? And who would recognize that logic better than a logistics expert?

So it was understandable when Jason Butler, director of business technology for Pacific Logistics Corp. (PLC), decided to leave his national security provider behind when his company moved from Buena Park to its new facility in Pico Rivera.

He hoped a local company would deliver better service and invited JMG to enter the bidding process to secure the new 200,000 s.f. headquarters. "I heard nothing but good things about JMG while I had nothing good to say about the security system service that we had," Mr. Butler revealed. "So, I thought it was a good time to make a change."

Despite having a slightly higher bid than some of its competitors, JMG was selected because Butler felt that it best responded to his challenge: "This is what I need, make it happen."

JMG wasted no time in proving its cost-effectiveness by utilizing what Jason characterized as "incredible turnaround service." JMG had the fire alarm activated

the first day of move-in. Within two weeks, the DVR system and 50% of the cameras were on line to protect the company's assets as they made the transition.

Since then, Jason has gone on to recognize what he terms "JMG's wow factor," which involves its technological savvy. JMG was able to integrate cameras from PLC's existing coaxial system with the IP type DVRs of the new system design. As a result, 16 cameras didn't need to be replaced.

Adding to his satisfaction was JMG's ability to make certain things not happen. Under the service of the former security system provider, the alarm contacts on the tilt up doors were continuously getting damaged and needed to be replaced two or three times per week. After the first incident occurred under JMG's watch, its technical team came up with the solution that had proven so elusive to its predecessors.

PLC started in 1999 as an airfreight forwarder that expedited freight service across the United States. Its services have evolved to providing additional services such as asset-based coast-to-coast trucking, global air service and warehouse management services.

## ...Briefly noted

For the second consecutive year, positive employee comments earned JMG a top ten placement in the *Orange County Register's Top Workplaces* competition.

Among the 20 questions, the employees were asked to rate their respective company's fairness, flexibility, benefits and values.

In a joint statement, Ken Jacobs and Mike Christensen said of the honor, "An employee driven award reflects positively on every department and manager we have, which makes the honor personal as well as corporate. We are grateful that our staff recognizes our efforts to foster such an environment."

In all 75 of 119 companies that participated were recognized, and of the 40 small companies, JMG ranked eighth.



## AMAG Seminar Gave Attendees Hands-on Experience

Those who attended the JMG Seminar on Nov. 9 learned all that the AMAG Symmetry software can accomplish for its access control and video management platform users. Glenn Crim, manager of technical services in several western states for the Southern California based company, provided a hands-on demo as well as some useful shortcuts for inputting common commands.

The four-hour program also included a lengthy and helpful Q & A session that cleared up some issues that were shared by several attendees about the important Badge Designer Graphics that are an integral part of the security software.

Mr. Crim complimented JMG for sponsoring the seminar by observing, "More companies should provide this service to their customers."

*The next seminar will be held in April and will be conducted by experts from Boon Edam on the company's door portals and entryways. Look for updated information on our web site or talk to your sales agent.*

## Branding for a Better Identity

by Ken Jacobs,  
President and CEO of JMG



I think of branding as name dropping...in a good way. Fortune 500 companies are all very visible, which draws new generations of clients and sets the standard for large and small business.

Now in our 25th year, you'll be seeing more of "JMG." Our logo will have increased visibility on the equipment we use and install and in the media. Perhaps you've already seen the colorful wraparound graphics on our service trucks? When you stop by the office for a meeting or to attend a seminar, you'll see our name is much more prominent on our building.

Earlier in the year, we supported the Angels by advertising our brand on their



radio broadcasts during their stretch run to make the American League playoffs. Most recently, the *O.C. Register* selected us as a leading workplace (see story above).

Over the years we've placed our signage on the premises of our clients which are some of the most prestigious companies in six counties. Our intent is for you to see the JMG decal, in or out of town, and feel that you're in good company.

### 2011 Employee of the year

Our employees are a big part of the branding effort. They are living proof of how our approach to service is defined and implemented. At this time of the year we name and honor an employee of the year from the 12 who were named employee of the month.

For 2011, our executive committee selected Josh Varner, service technician, for best exemplifying our commitment to complete customer satisfaction. Also honored for their achievements this year were Chris Ponchak as Sales Agent of the Year and Cindy Rhodes for the JMG Spirit Award, which the employees vote on.



Josh Varner



Chris Ponchak



Cindy Rhodes

## Multi-National Teledyne Controls Likes Small Company Feel of JMG



Since 1964, Teledyne Controls has supplied sophisticated avionics products and ground-based solutions to help its customers increase flight safety and operational efficiency around the world.

When Teledyne moved to its present El Segundo location in 2007, company executives sought similar proficiency and technological leadership from its security vendor. That directive led to the recommendation of JMG by a consultant on the buildout to Teledyne's manager of facilities, Dan Suruki.

After interviewing Greg Hanoian, Suruki felt JMG was a company with the resources to handle the scope of the job and to do it on time and within budget. "JMG has the feel of a small company that is able to provide a personal level of service and knowledge that you don't always get dealing with a large company or manufacturer," Suruki said of his reason for the selection.

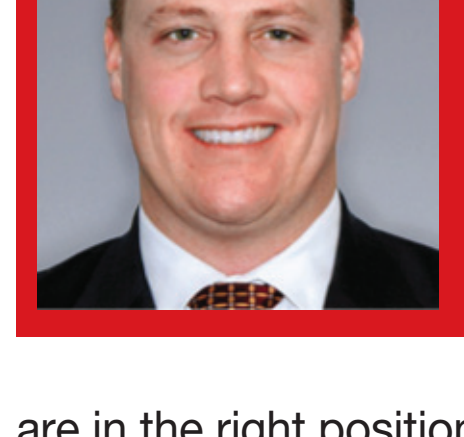
Within weeks he knew it was the right decision. "JMG delivered this new security system and training just as we planned and budgeted," Suruki noted. "The JMG technicians were very knowledgeable and were able to troubleshoot any problems encountered during and after the system installation."

Updating the experience to present day, Suruki concluded by saying, "JMG has provided great support to date. The company does a great job of keeping its clients informed about changes in the industry with their in-house seminars and newsletter publication."

Teledyne Controls is a business unit of Teledyne Technologies Incorporated (TDY), which has sales revenue of approximately \$1.9 billion dollars. It has locations in the US and the UK, as well as field representatives throughout the world.

## Things change, keep us posted

By Pete Jacobs, Customer Service Manager



With all of the advances in telecommunications technology, many JMG customers have, or are contemplating, improving their phone system. If you are among them, be sure to let us know your plans as early as possible as your fire and burglar alarm systems may not work with a different phone system. Your system may also work with wireless communication, which may enable you to eliminate phone lines when you upgrade, thereby saving you money every month.

- Be sure to test your alarms; and those with a camera system need to review your recorded video weekly to ensure cameras

are in the right position and capturing the images you need or are expecting to be covered.

- Keep your emergency call list up to date. E-mail [dataentry@jmgsecurity.com](mailto:dataentry@jmgsecurity.com) for a copy of your current list and let us know of any changes.

- Do you have any service needs? To schedule service, simply e-mail [service@jmgsecurity.com](mailto:service@jmgsecurity.com). For answers to technical questions, e-mail [techsupport@jmgsecurity.com](mailto:techsupport@jmgsecurity.com).

- How many people currently know the codes to your alarm system? If you've experienced turnover in the opening and closing shifts, take a moment to change your codes.

- Need training? We can help! Don't hesitate to call us. Also let me know what we can do better. Contact me directly at [pjacobs@jmgsecurity.com](mailto:pjacobs@jmgsecurity.com) or call 800-900-4564(JMG).

Thank you for your business. We appreciate you!

## New Billing Software Offers Efficiencies and "Green" Benefits

By Susan Tjelmeland,  
Vice President of Administration

As a result of JMG's commitment to "go green" whenever possible, we have improved our invoicing procedures. Beginning November 1st, JMG has been using "SedonaOffice" as our financial reporting and business management software.

Sedona is an accounting and business management application specifically developed for the alarm industry. The platform will allow our clients the option to pay invoices on line with their credit card or sign up for electronic fund transfer (EFT/ACH) from their checking or savings account(s) rather than by remitting through conventional mail delivery.

In addition, JMG clients with multiple locations or services can now have consolidated invoicing rather than multiple bills.

JMG will also benefit internally. As we migrate to Sedona fully, their enhanced features will allow us to implement a "field service module." Using computers and tablets, this upgrade will provide for a paperless communication to our personnel after service and installation jobs have been completed.

Each account should have received a letter from JMG controller, Gary Beale, notifying you of the change and how it will benefit you. If further explanation is needed please contact me or Gary respectively at: [stjelmeland@jmgsecurity.com](mailto:stjelmeland@jmgsecurity.com) [gbeale@jmgsecurity.com](mailto:gbeale@jmgsecurity.com).

