

SimsWare

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Fall 2008

SIMS 2008 User Conference A BIG SUCCESS!

A great turnout and a great new product.

SIMS III & SQL Database

SIMS III for Windows was an obvious hit at the SIMS User Conference, orders have been coming in and SIMS thanks you for your interest and faith in our development of this product.

The SIMS II was first introduced in 1991 and an easy argument could be made that it was used as the basis for much of the alarm monitoring products that are in use today. We want to provide each of you with a current status of the SIMS III product and to again go over some of the features of this amazing product.

SIMS III will interface to the existing SIMS II database <or> the new SIMS SQL database.

Since the SQL database requires the reworking of several products for the new database, **release is expected on February 1st, 2009.** When using the SQL database expect increased field sizes for Zones (allowing provisions for expanded CID and SIA), Comments, year entry for Temp Comments and other areas where the year had not been provided previously, plus future enhancements.

While the SIMS II database is fast now, you can expect the SQL database will provide **overall speed improvements.**

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Gary Armstrong And Armstrong's Communication Ltd.

First fiberglass, then satellite dishes and now alarm monitoring. Sounds like a strange road to travel but for Gary Armstrong it was the route he journeyed won before launching Armstrong's Communication.



Based in Coal Creek, NB, Armstrong's is a third-party contract alarm monitoring service that has spread its wings all the way across Canada and into the US. It is the culmination of years of hard work by Gary Armstrong and his employees

and a continued commitment to leading edge monitoring technology.

But before one can fully grasp how Armstrong became such a powerful force in the Canadian alarm industry, it is important to examine the path he journeyed to get there. Armstrong's career in the business world began a very early age, when working a local fiberglass manufacturer he was presented an opportunity to own the company.

With some help and faith from his father, who actually mortgaged his home to help his son, Armstrong purchased the fiberglass company in 1978 and for the next 10 years honed his business skills. Using this experience he eventually launched a company that manufactured large satellite dishes. Despite his budding business success, Armstrong's personal life quickly took precedent when his identical twin, Barry, was diagnosed with leukemia in the winter of 1979 and given only two weeks to live.

Luckily, while attending a seminar in Fredericton, NB Barry's doctor met a physician from Seattle, WA, who was describing a newly developed blood marrow transplant procedure. With some promise in hand, the Armstrong family rallied around the two brothers, who were flown to Seattle on a New Brunswick government jet for what turned out to be a four month treatment process, in which both brothers were involved. Almost thirty years later, both are successful businessmen and both enjoy a busy and energetic lifestyle.

These events created a drive that culminated in the creation of Armstrong's Communication Ltd.

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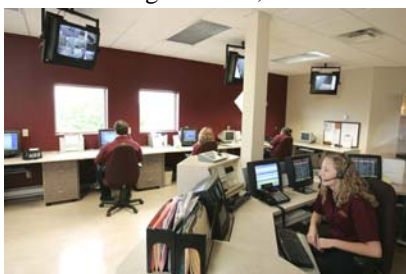
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Armstrong's first exposure to alarm monitoring occurred in 1992 when he and a colleague from Montreal, PQ designed their own security system for the elderly. To monitor the systems, Armstrong's hired several employees to operate an answering service that monitored alarms.

With the demise of the large satellite dish sales due the "mini" dish introduction into the Canadian market, Armstrong decided to expand into the alarm monitoring business in a more direct manner.

Armstrong's first alarm monitoring station was built in Chipman, NB in 1994. It opened with 1800 accounts. With a growing foothold in the industry, Armstrong began to rev up his marketing machine, with the focus, initially, being the New Brunswick region. In 1996 it turned its attention on expanding to the rest of the Maritimes. In 1997 a small daytime monitoring station was opened in Dartmouth, NS by Armstrong's.



This quickly grew into a full time station.

By 2002 Armstrong's had outgrown its leased facilities in Dartmouth and decided to build its own facility in the quickly growing Burnside Industrial park in Dartmouth. The monitoring service moved into its new building by November 2002. Although Chipman at this point had become primarily Armstrong's administrative facility by 2003 Armstrong's made resurgence into the New Brunswick market with the opening of a completely bi-lingual monitoring station in Moncton, NB.

Armstrong's has been a developing success story. Today Armstrong's over 40 staff members proudly boasts a client base of over 40,000 and supports an infrastructure of more than 250 dealer companies with over 1000 employees combined nationwide.

Quick Facts:

- Locations:
- Administration: 380 Salmon River Mouth Rd, Coal Creek, NB
- Central Station: 144 Ilsley Avenue, Suite 200 Dartmouth, NS
- Bi-lingual Station: 253 Collishaw Street, Moncton, NB
- Sales Office: Winnipeg, MB
- Employees: 40
- Clients: 40,000 +
- Website: www.armcom.ca

Armstrong's Personnel and Years with business:

- Gary Armstrong, President
- Jennifer Armstrong, Accounting
- Judy Cochrane, Collections (3 years)
- Bonna Robinson, Dealer Billing (5 years)
- Dan Small, General Manager (15 years)(Pictured Below)***



- Colin Armstrong, Operations Manager (5 years)
- Maurice Cormier, Dealer Tech Support Manager (7 years)
- Kim Schellenberg, Western Canada Sales (20 years in industry)

Station Supervisors:

- Colleen Moss (6 years)
- Lynn Babbitt (3 years)
- Andrea Tremblay (5 years)
- Brittany Savagneau (4 years)

Station Operators:

- Moncton: 14 operators, Average 1.5-2 years
- Dartmouth: 14 operators, Average 2-3 years

SIMS III & SQL Database (continued)

When using the SQL database the existing SIMS II for DOS, SIMS II for Windows, FormWriter and ComServer will not connect to the new database. The SIMSWeb and ComServer will be updated to accommodate the new database and will be provided as part of the overall SQL upgrade.

The SIMS SQL database will allow **common servers** to be used for central stations activities and office programs.

The SIMS SQL database will allow **account capacities to be based on active accounts** allowing you to save your dead accounts without taking up allowable slots.

SIMS is currently bringing up a set of SQL servers at our facility using the newest **Avance mirroring software from Stratus**. We expect this will be a popular setup with customers and in many cases may replace existing SFT installations. We will keep all customers posted and provide comparison figures.

SIMS III will also include some of the following features for both the SIMS II and the SQL database and initial release should be expected on December 1st, 2008. Demonstration downloads will become available on the release date, but BETA copies will be provided to all customers that have entered orders into SIMS, Inc.

All search list windows now can be sorted on any field by clicking at the header.

CALENDAR OF EVENTS

ISC EAST 2008

JACOB JAVITS CONVENTION CENTER

NEW YORK, NY

OCTOBER 29TH – 30TH, 2008

10 AM – 5 PM

ELECTION DAY

USA

NOVEMBER 4, 2008

General Elections

DAYLIGHT SAVING TIME ENDS

USA / CANADA

NOVEMBER 2ND, 2008

VETERANS DAY

USA/CANADA

NOVEMBER 11TH, 2008

THANKSGIVING DAY

USA

November 27th, 2008

SIMS Office Closed Nov. 27th and 28th

CHRISTMAS – NEW YEAR HOLIDAY

December 25th, 2008 – January 1st, 2009

SIMS Office Closed from noon

December 24th, 2008 Till January 5th, 2009

SIMS III provides **legacy dispatching** screens so that current users of SIMS II can immediately visually see the screens that they have been use to. We know that they will want to move to the updated SIMS III windows screens, but legacy screens will give them the comfort level necessary during training and transition.

Any windows ListView can be **exported to a CSV file** simply by right clicking on the list and selecting Export to CSV. ListViews may also be copied and then pasted into Emails, documents and other media.

A **spell checker** will assist operational personnel to help prevent those embarrassing comments from customers regarding their reports.

Full window resizing is now supported. When a window is resized, the fonts, controls and other items in that window will resize themselves automatically.

Filtering is now supported for many selections that allow trimming down of lists. When you search for a Global Phone number you may enter “Arl” and get all the names that contain “Arl” anywhere in the name field. This capability can be used to cross over fields of information such as “Kroger” <and> “Main Street” for the name and address this is available for all sorts of lists.

Search and Replace capabilities have been expanded to all the troublesome fields allowing database scrubbing on the fly. Simply right click and select Search and Replace. You may choose the column, current string and replacement string.

An **intellisense feature** that allows drop down windows to assist personnel for such items as standardized operator comments, panel types, account types, zone descriptions and others.

A live **City, State and zip code validation** and pick based on address or city. This feature interrogates the SIMS SQL server in Dallas, Texas and will be a tremendous advantage for data entry personnel. This currently supports US, Canada and Australia and will be expanded.

At SIMS we hope that you agree, this exciting SIMS III product will again advance the Central Station marketplace in much the same way the SIMS II did and allow your Central Station to be way ahead of the competition.

Sentinel Security Device (a.k.a. Dongle) Does Not Operate Properly

What to do to solve the problem

This problem usually shows itself on new Computers that are done from manufacturer images (i.e. Dell, HP, etc). The fix for this issue is entry/modification of two Registry Keys. First select start then run and type regedit <cr>.

Change
HKeyLocalMachine\ System\ControlSet001\Services\Parvdm\Start.
Under the start key change the value of 4 to 2 by double clicking on the key.

The next Registry Key must be added and is
HKeyLocalMachine\Software\Microsoft\Windows\CurrentVersion\Setup.
If PnpLockdownFiles folder is not there it must be added.

Then under the folder you must add an entry
C:\Windows\system32\DRIVERS\parvdm.sys.
This Key must be identified as a DWORD Key. The value for this key must be set to a hexadecimal 1.

After adding these keys you should be able to restart and have a working Sentinel Security Device.
This can be tested using a test program on our website called DONGLECK.EXE

If you need additional help with this modification on your computer you may contact Tom Utley at SIMS. Just dial extension 7106

GET YOU AIR MILES HERE!

Did you know that SIMS accepts all major credit cards? We accept American Express, Visa, MasterCard and Discover. You can also get on our automatic billing list. Just call, email or fax us and ask for the Automatic Credit Card Billing Authorization Form and we will send it to you. Just fill it out and return the form and we will put you on the list. This will get you the air miles you want and avoid those costly late fees or possibly a temporary interruption in technical service. It's the smart way to keep on top of your SIMS enhancements.

THE FINAL WORD

After another big success from our annual user conference many people express their delight over the time of year, format and site selection of the conference. If you have an opinion or suggestion on the next conference please feel free to send them to Keith Utley at keith@simsware.com. Soon we will be examining our options and planning for next year's conference.

If you are interested in featuring your central station in any upcoming issues please let us know. You may write to Keith Utley at keith@simsware.com.

Any ideas on the future SimsWare editions we invite you to share them with us.

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