



## SPI- *Newsflash*

July 11<sup>th</sup>, 2005

SPI central station has now been operating for nine months. Every day we get stronger and stronger. It's not just by luck that sixty-six Alarm Dealers are using our services to date. Most decided to join SPI because of what we stand for and that is to provide the Dealers with the best possible service and inventive ideas to make their business profitable. Like I tell all our Dealers, SPI is *their* central, ready and willing to assist them in any way possible.

At the end of the day in any business the operation is always the core to a successful and profitable company. I have always told central station management and operators that to convince Dealers to let us provide the monitoring to their clients is not that hard. The hard part is to maintain a good relationship and to provide them with the excellent service they require and demand. Furthermore, the operation of the central station is like the heartbeat for us as well as the Dealers. If we don't provide the services, the heart fails and SPI and the Dealers lose.

In every central station I was a part of in my 25 years in the security industry, I always made my first priority the central station operations. The operators were well appreciated and trained to carry out their duties. For these reasons I say with pride that in all my years running central stations, I never had a judgment against, nor did I lose a Dealer due to my services. You can take that to the bank!

During the past few months I could not believe my ears when I heard how some centrals are providing services to their Dealers and putting them at risk. I need not say more, I'm sure many of you have heard of the same. At SPI we take our responsibility very seriously. Your clients are *our* clients, you lose and *we* lose.

If you are having any issues at your present central station, rest assured, at SPI there will not be any issue. We are professionals, we know our business, and we know how to provide the service you need!

Visit our website to understand more about us and what we represent in the Security industry. If you like what you see just give us a call and we can open a file so that you can test our services with a few clients. I guarantee you will be pleased. Take a moment to browse the enclosed pamphlet for a brief overview of some of our services.

Regards,

Homer Katsianis  
President  
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