



March 2007

SPI is always working hard to offer better services to our dealers by keeping them informed of new innovations and ways they can introduce them to their clients. Today, everyone is looking for a one stop solution to make their hectic life easier. This is our goal and together we can achieve this one stop shop in security surveillance at SPI.

Surveillance Plus would once again like to unveil a few newly added services that our dealers can offer their clients to generate more revenues.

SPI is pleased to announce the following added services.

Instant Notification to your clients via e-mail to cell phone.

If clients wish to know instantly if their children got home safe, our system can send the client an e-mail of the opening time to their cell phone. They can receive open/close troubles, low battery, alarms, fire, panic codes, etc. For example, they might want to know when the maid or babysitter arrived. With this new service, they will know instantly and this will give them peace of mind. There is no programming needed on your end. Just tell SPI what the client needs and we will do the rest. You can generate more recurring revenues by offering this to all of your clients. This is what we do best at SPI: create new services and marketing tools for you to generate more revenues and enhance customer care.

Remote access for your clients peace of mind.

As you are already aware, all SPI dealers have full access to their client database. It is fast, user friendly, and gives the dealer full control of all their clients, by being able to view and send history, e-mails of open/close reports, and history reports, just to name a few, instantly to clients. The dealer can modify the client file by changing telephone numbers, name pass cards, zone changes and much more. No need for you to send a fax or e-mail to the central and not know when and if the central did the modification. You have full control and can do the modification instantly. Imagine the time you save!

Now available at SPI you can offer your clients the same. They can have access to view their file, see history, see open/close reports and much more. This is a great tool if you have some clients with multiple locations because they can keep better control of their employees. For bigger franchises we can even give them access to add, remove and transfer employees to different locations. Think of the time everyone saves! Let's not forget that in this fast paced world, time is money.

4170 rue Seré 2nd Floor • Ville Saint-Laurent • Quebec • H4T 1A6 • 514-342-0707

toll free : 1-888-882-0707 • fax: 514-342-0673 • fax free: 1-888-882-0673



www.surveillance-plus.com



A software made for alarm companies

SPI introduces a new powerful tool for all dealers.

This internet based platform will help you manage your accounts and assist you with most of your day to day tasks like looking up information about certain clients, keeping track of their information and needs, printing work orders, and reviewing accounts receivables. All this is 100% secure and confidential and is very user friendly. This platform will increase your customer service level and increase the efficiency and performance of your overall day to day tasks:

- *internet access to your database of clients 24/7*
- *secure and safe environment*
- *use this software when customers call you and use it to organize your clients, keep track of them or search for them*
- *make changes, add information, keep track of customer service*
- *enter comments which will be automatically forwarded to either sales or technical departments*
- *make new work orders for existing customers or for new quotes, view previous work orders, print work orders*
- *view invoices, print invoices*
- *work on your account receivables and write comments*
- *view sales reports, billing reports, unresolved customer service requests, unresolved work orders*
- *set pricing for all your equipment and services*
- *AND MUCH MORE*

If you want a demo go to www.surveillance-plus.com → Customer login and enter

Company ID: 1001

User name: demo

Password: demo

For questions call Homer Katsianis

Again, SPI is always looking for ways to simplify the dealer's life and increase efficiency.



4170 rue Seré 2nd Floor • Ville Saint-Laurent • Quebec • H4T 1A6 • 514-342-0707
toll free : 1-888-882-0707 • fax: 514-342-0673 • fax free: 1-888-882-0673

www.surveillance-plus.com



Video Surveillance

Video Surveillance has come a long way. Clients are always looking to cut costs. We have noticed that many dealers are now offering clients the service of a central station, replacing the high cost the client incurs of having a guard at their premises. With a guard on premises, there is the disadvantage of not being to see or be at more than one location at the same time. Many clients opt for a surveillance central for video surveillance and take advantage by lowering their costs and getting more accurate surveillance from the central then they are presently getting from a guard service. One advantage at the central is we can simultaneously view multiple cameras and locations at the same time, use the PTZ's to zoom in on critical or suspicious situations, set off sirens or voice intercoms to scare away potential vandals or thieves. Every morning, we automatically send reports to the client or dealer of all activities, with a complete description of what we saw and did. We also do guard tours. We verify all cameras and internet connections twice daily and inform clients and dealers of any problems, so that they can be corrected before the surveillance starts in the evening hours. We have 2 internet providers for back up (Bell Sympatico and Videotron). If one goes down we switch to the other. Presently at SPI we provide video surveillance on over 800 cameras. We take it serious and we do it right. We will monitor any DVR system that follows industry standards.

Access control management

In our December 2006 newsletter we introduced access control management that SPI will provide to our dealers with seminars to explain this new service. Many dealers showed an interest but due to the holiday rush we decided to postpone the seminars and have them after the New Year.

SPI Access Control Management Solution, by CDV Americas and Centaur, one of the leading access control systems in the industry today. The concept on this new service is, YOU INSTALL IT, WE PROGRAM IT, WE ALL BENEFIT. This new service will give you the opportunity to add major recurring revenue.

For a brief explanation on the Centaur Access Control, visit our web site to view a power point presentation at www.surveillance-plus.com.

4170 rue Seré 2nd Floor • Ville Saint-Laurent • Quebec • H4T 1A6 • 514-342-0707
toll free : 1-888-882-0707 • fax: 514-342-0673 • fax free: 1-888-882-0673



www.surveillance-plus.com



In conclusion, at SPI we are always looking for ways to better service our dealers and introduce new ways for them to generate more revenues. This makes us more profitable and the clients well cared for.

All we ask is you give us a try. We will show you what SPI can do for you and your clients. From our professional and bilingual staff to local telephone lines in Ottawa, Hull, Quebec, tech support for your clients, after a hectic day at the office you can enjoy a peaceful night at home by transferring your line to the central station. We will only transfer you the emergency calls and all other calls we will generate work orders and e-mail them to you in the morning for follow-up. We can even answer your company name 24/7 and much more .If you try out our services you will not be disappointed. Come and visit our state of the art ULC central station facility minutes from ADI, TRI-ED and BURTEK. If you are unable to call or pass by the central station, once again we will be showcasing our services at the BURTEK road show in Montreal on March 22, 2007 and Ottawa on March 20, 2007 as well as the CANASA show on April 26, 2007. We invite you to pass by our booth.

Homer Katsianis
President,
Surveillance Plus Inc.

Nos lignes locales

Québec	418-623-1222
Ottawa	613-747-3535
Hull	819-643-3000
Toronto	416-536-4901

4170 rue Sere 2ieme Etage. Ville saint-Laurent. Québec. H4T 1A6. 514-342-0707
Sans frais: 1-888-882-0707. Télécopieur : 514-342-0673. Sans frais: 1-888-882-0673

www.surveillance-plus.com

