



# QUICK RESPONSE NEWS

## Storm Protocols Help Prioritize Trouble Signals

**T**he winter storm season is upon us and Quick Response wants you to know we have you covered. Procedures and policies are in place to efficiently handle the increase in the number of low-priority signals that tend to accompany winter and other storms. Our system is designed to target from the state level all the way down to specific ZIP codes if necessary.

When a storm blows through we typically receive thousands of power failures followed by a significant number of low-battery signals. Most of the time as a storm passes through a region, subscribers are already aware and generally do not want to receive a call from their alarm company informing them their power is out. This is where our Storm Processing system comes into play. Quick Response can defer and eliminate many of these signals in our system ensuring that subscribers are



Our system is designed to target from the state level all the way down to specific ZIP codes if necessary.

not called, and dealers are kept in the loop via emailed activity reports. At the same time, critical AC alarms and other high-priority supervisory signals are handled according to standard procedure.

**If you would like to opt-out of this program, please contact Dealer Services at [data@quickresponse.net](mailto:data@quickresponse.net) or call 1.800.462.5353.**

## Holiday Open House

**P**lease join us at our new corporate headquarters, 750 W. Resource Drive, Cleveland, OH 44131 on Thursday, December 12, 2013 from 10:00 a.m. to 3:00 p.m. for our Holiday Open House. There will be guided tours through the central station giving visitors the opportunity to meet with the Quick Response staff. Representatives from Telguard and Connect 24 will also be present.

The spacious Quick Response corporate headquarters now provides the necessary space for us to offer training opportunities for technicians, integrators and dealers, as well as office and conference space for manufacturers, vendors and others in the security industry who need a modern, conveniently located facility.

Come see for yourself. Door prizes and lunch will be provided.

**To make reservations for the Holiday Open House, contact Renee ([renee@quickresponse.net](mailto:renee@quickresponse.net)) or Tia ([tiah@quickresponse.net](mailto:tiah@quickresponse.net)) or by phone at 1.800.462.5353.**

### Seminar: Access Control Hosted Services

January 22, 2014 | 9:00 a.m. to 12:00 Noon

Quick Response Corporate Headquarters  
750 W. Resource Drive, Cleveland, OH 44131

Featuring: **Quick Access – A Keyscan Access Control Hosted Service from Quick Response**

- Learn about Quick Access (access control database hosting service) from Quick Response
- Understanding the trend in "cloud based" services
- Learn how to increase RMR from an existing business offering
- Understand how to sell hosted access control
- See how Quick Access Keyscan Hosted Services works
- Gain ideas to creating a marketing strategy for hosted access control solutions



## Internal Training Takes Center Stage

Growing any business is a challenge. One of those challenges is recognizing when your existing systems need an update or even an overhaul. Over the last few months we recognized this issue and took action.

We recently contracted with Central Station University, LLC to train our Trainers and develop a custom internal training program for our staff. Their intensive program helped us recognize areas where our existing training needed enhancement as well as subjects we train well in.



Because Central Station University is owned and managed by people in our industry, they have an

intimate knowledge and understanding of the nuances specific to our business. Based on our experiences with this organization, we have decided to retrain our entire staff, from the dispatchers, to executive management. This decision has proven to be an important step in assisting our entire staff to accomplish our number one objective of excellent customer service.

Our new dispatchers are maturing at a faster rate, our existing dispatchers are becoming more productive, and most importantly, the level of customer service is increasing. While we have made great strides, we realize there is still opportunity for improvement, therefore over the next few months we will continue to retrain our staff.

**If there is anything we can do to improve your experience with our company, please contact Quick Response today at [info@quickresponse.net](mailto:info@quickresponse.net) or call 1.800.462.5353.**



## Quick Response Expands Tech Support Capacity, Extends Hours

When you run into difficulty in the field with installations and servicing, a strong tech support group can be a real lifeline. Quick Response recently strengthened that lifeline further.

We added Ben Loudermill to the Tech Support Department and extended the hours until 8 p.m. Tech Support can assist you with issues that are “panel to central station” related.

With Tech Support bringing a more proactive communication from central to the tech, you can expect more assistance with difficult phone lines

and installations while working in conjunction with your alarm system company.

Quick Response’s central station not only records our voice communications, we also actively record many of the signals calling through our receivers. We take this proactive measure to troubleshoot possible communication issues as they arise.

Ben will spearhead efforts to continue improving our technical support capabilities. A 10-year veteran employee at Quick Response, Ben will be wearing many hats in his new role.

## Q-&-A with Ben Loudermill

**Q.** How do you feel you can support the Field Technicians in their day-to-day work?

**A.** I have the tools to help remove some of the question marks from their troubleshooting techniques. I am able to assist the techs if they run into a problem that is out of their bubble of influence.

**Q.** You’ve been working here for 10 years now; how has the trip been from your start date to present time?

**A.** I started in December of ’03 and it doesn’t seem like so long ago that I was training to be a dispatcher. I would have to say it has been a good trip. I’ve learned a lot in my time here, and I hope to still learn more. I want to apply the knowledge I’ve gained to assisting Dealers and their techs, who are the ones out there working to keep people and property safe.

**Q.** How do you like the new promotion?

**A.** I thoroughly enjoy the work I am doing. The promotion gives me the time and resources that I need to do that effectively.

**Q.** What are some of your hobbies?

**A.** I like to sit down with a good book, and I love listening to music. I enjoy writing and appreciate art, but I cannot draw or paint to save my life.

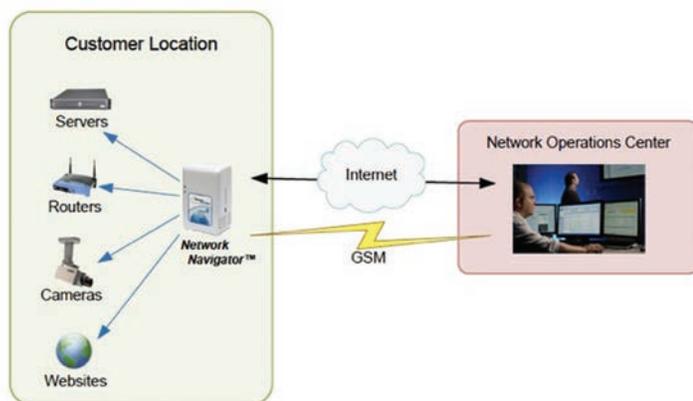
“I’ve learned a lot in my time here, and I hope to still learn more. I want to apply the knowledge I’ve gained to assisting Dealers and their techs, who are the ones out there working to keep people and property safe.”

# Network Navigator Provides Tools to Increase Monthly Revenue

**N**etwork Navigator, a new product from Secure Global Solutions (<https://www.secglobe.net/index.php/products/product-network-navigator>) is now available through Quick Response. The Network Navigator is considered the “Swiss Army Knife” of networks because of its versatility. From device checks and reducing downtime to collecting data for upgrades, the Network Navigator is there to help increase recurring revenue, find new sources of revenue and assure smooth network performance.

According to Secure Global Solutions, an estimated 16 million sites with IT equipment can be monitored by Network Navigator.

Some of the features offered include Device Monitoring and VPN (virtual private network) Solutions. Device Monitoring consists of the monitoring of the network’s status health, data and remote access, and the ability to keep track of history and performance for up to six months.



The Network Navigator is considered the “Swiss Army Knife” of networks because of its versatility.

Using the Network Navigator can help you increase recurring revenue while becoming more productive at the same time. Receive notifications of equipment issues before you dispatch a technician and remotely access your customer’s site without having to deal with an IT department.

**Watch for an upcoming webinar on this fantastic tool or contact Quick Response today for more information at [info@quickresponse.net](mailto:info@quickresponse.net) or call 1.800.462.5353.**

## New Website: [www.quickresponse.net](http://www.quickresponse.net)

Please take a moment to visit our newly redesigned Quick Response website at [www.quickresponse.net](http://www.quickresponse.net). The new website provides improved navigation, access to previous newsletters, our eLink portal, departmental contact information, and much more!



## Follow Us on Twitter

You can now follow us on Twitter. Keep up-to-date with the latest news and important announcements from Quick Response.



## New Logo

Have you noticed our new logo? The new look reflects our never-ending efforts to innovate and improve our products and services.



## Cellular Pricing Has Gone Down

Did you notice our new rates on your last invoice? Contact us at 1.800.462.5353 for our new rate sheets. Our goal is to help our dealers grow; these new rates will help you sell this valuable revenue increasing service.

**Quick Response**  
750 W. Resource Drive  
Cleveland, OH 44131

**In This Issue:**

Storm Protocols Help Prioritize  
Trouble Signals ..... **1**

Holiday Party ..... **1**

Internal Training Takes Center Stage ... **2**

Quick Response Expands Tech Support  
Capacity, Extends Hours ..... **2**

Q-&-A with Ben Loudermill ..... **2**

Network Navigator Provides Tools to  
Increase Monthly Revenue ..... **3**

New Website ..... **3**

Dealer App Now in the Hands  
of Field Techs ..... **4**



Toll-Free: **1.800.462.5353**  
[www.QuickResponse.net](http://www.QuickResponse.net)  
[info@quickresponse.net](mailto:info@quickresponse.net)

## QRLink Dealer App Now in the Hands of Field Techs

**T**he QRLink Dealer App is now available on iPhones and Android devices. One can place a subscriber in or out of test with the swipe of a finger and then swipe over to view the signals as they hit central station. With QRLink, there is no need to call the central station. Many features are available to you while you are on site. Your installations, testing, and service time becomes easier and more productive.

Many of our dealers call in ecstatic with how well the app runs and how this added service really steps up the tech's control and confidence in the field.

**Contact Quick Response Dealer Services today to sign up for this great productivity tool at [data@quickresponse.net](mailto:data@quickresponse.net) or call 1.800.462.5353.**



©DepositPhotos.com/FreshPaint