

the sentry

Since 1958



by

www.safeguard.us



Satisfying the most demanding clients.

sept/oct 2006

QuickPass® Enhances Gate Access

Safeguard is proud to announce that beginning in September, the QuickPass® Visitor Management System will be implemented in our Secure Operations Center to enhance visitor clearance services for over 65 unmanned gated communities around the Phoenix area. The best part is that QuickPass®, a product developed

communication with the gate officers regarding visitor access, captures the most accurate visitor information including license plate numbers, maintains an electronic record of all transactions and sends an email to homeowners when guests arrive. This is all done on a website that is customized for each community and easily administered by the community association.

Officers at the gate approach each visitor carrying a wireless handheld computer that allows them to quickly access resident and visitor information and even provide driving directions from a printer worn on the belt. This speeds up processing and avoids confusion because the data is stored in high security computers and not on clipboards, cards or sticky notes.

Now with the QuickPass® software engine installed in Safeguard's operations center, homeowners behind our electronic, unmanned gates will use the same tools over an Internet connection to manage their account, register visitors and request party codes online. All of the information will be linked to our monitoring center and will allow streamlined access for expected visitors. Also, when visitors approach

the gate and connect to Safeguard's clearance service, information regarding their visit will be processed through QuickPass®.

Later this year Safeguard will make available to our unmanned gate customers the new QuickPass® E solution. QuickPass® E will include a hardware package that can adapt to any gate to manage access cards and gate codes



remotely and online. Homeowners will then be able to enter a visitor's cell phone number as an access code over the Internet. When the visitor arrives they will enter their cell phone number on the QuickPass® keypad and the gate will open. A permanent record of the visit will be created and if they are a one-time visitor, the number will be erased from the system so it cannot be used again.

Safeguard is committed to continuing to adapt new and useful technology to improve security and reduce the annoyance factor at gated communities. If your community has our service, watch your mail for more information regarding access and passwords.



by Safeguard for guard gated communities, has evolved into a valuable management tool for unmanned gated communities. Anthem Country Club was the first guarded community to implement QuickPass® over two years ago. Since then, many other guarded communities in Arizona, Nevada and California have adopted Quickpass® to improve security and visitor traffic flow.

The original version of QuickPass® technology was developed to allow homeowners to register visitors online, plan regularly scheduled visits such as parties, deliveries, housekeeping and other residential services and eliminate all the paperwork and phone calls. It also expedites



Receive occasional security tips, including our Sentry newsletter via email.

To sign up for our email services, please contact Customer Support at customersupport@safeguard.us or 480-609-6250.

Remember, Safeguard's privacy policy states that Safeguard will not give, rent or sell your information to anyone, ever.

Moving? Take Safeguard with you!

Safeguard can transfer your alarm system service and also help you plan the technology integration for your new home. We can even have your new home alarm system ready and monitored before you move in.

Simply contact Customer Support at 480-609-6250 to transfer your service.



“Smooth Operators” From the Safeguard Monitoring Center

When mid-July rolled around, it became quite obvious that the monsoon season was in full swing as the valley experienced lightning, damaging wind and rain, flooding and multiple power outages.

Like any other year, Safeguard was prepared to handle the large increase in fire, burglar, panic, trouble and false alarms. At one point during a recent massive storm, Safeguard had over 300 signals enter our monitoring center at once. According to Secure Operations Center supervisor, Robin Bisbing, “the staff implemented what we call ‘storm mode’ and immediately stepped up efforts to handle the increased signal and call volume. In a matter of minutes, extra trained agents (now serving in other departments) were in place, handling the influx of signals and taking calls.”

Safeguard understands the importance in putting our clients at ease in times of trouble. In this circumstance we not only had our scheduled agents working our monitoring center, but also our Customer Support team and all other trained and certified staff members for back up. With double the normal agents on duty we were able to clear the signals in record time. Safeguard would like to thank our customers for their understanding and patience during these storms. We hope any inconvenience was only temporary.

Remember, Safeguard now offers an affordable yearly inspection program for residential security systems designed to improve reliability and cut down on false alarms. Contact a Customer Support agent at 480-609-6250 to sign up today.

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It's a Numbers Game!

...Or is it? Your alarm code and account password are very important. It uniquely tells us you are you. In the possession of anyone but you, your security when communicating with Safeguard is compromised. Protect your Safeguard alarm code and password like you protect your bank account PIN number. Our Alarm Agents are charged with protecting your vital and personal information and will ask for your password each time you access your account for any reason.

As the owner of the security system Safeguard treats you as a “master” password holder which gives you the authority to make any change to

your account. Other security system users such as cleaning and service personnel and even temporary guests should be given a unique alarm code and password to limit access. Doing so also provides a unique record of who enters your home and when. If you have email, Safeguard can send you these reports.

Don't forget that you can change alarm codes and passwords anytime. Safeguard recommends that you remember to remove old alarm codes from your security system and notify Safeguard with any changes to authorized users with access to your home.

