

the sentry

Since 1958

www.safeguard.us



Satisfying the most demanding clients.

nov/dec 2007

The Information Age Arrives at Gated Communities



Three years ago, in response to customer requests for a better visitor management solution in gated communities, Safeguard invented QuickPass®. Since then QuickPass has been installed at 21 officer gated communities and 23 electronic access gated communities around the Southwest. One of these communities is the exclusive Red Rock Community in Las Vegas, Nevada which uses QuickPass Pro at two manned gates and QuickPass-e® at three electronic access gates.

This past summer the Las Vegas Metro Police began responding to a number of home burglaries in Red Rock during a short 30 day period. They requested a meeting with the community manager explaining that they suspected employees of a local pool company being involved. Metro Police wanted to know if the community could produce any records for entries made by employees of the pool company during the past 30 days.

Turning to his desktop computer, the community manager immediately accessed the administration module of QuickPass. He quickly sorted and identified 143 entries made by the same pool company during regular vendor hours over a 30 day window. By simply clicking on one of the specific entries, the community manager produced additional detail including a photo of the pool company truck, a photo of the license plate, the date and time of entry and the address of the home they came to service.

Surprised by the amount of information and detail available, Metro Police commented that "every community should have this technology". After further investigation using the data supplied by QuickPass a pattern began to emerge. Since the pool company was authorized on site, police

noticed that the employee was entering the community during the day to attend to normal business and the same person would often return just before the end of normal authorized vendor hours in a personal vehicle requesting entry as the authorized pool company. This was the time of day the burglaries were occurring.

Wanting to help solve the recent crimes in the neighborhood the community manager provided Las Vegas Metro Police with hundreds of pages of data and records from QuickPass that resulted two weeks later in the arrest of three individuals suspected in the string of burglaries. Following their arrests the burglaries stopped.

According to Metro Police the accurate and detailed data provided by Safeguard's

QuickPass Visitor Management System contributed in a significant way to building the foundation of a case against the three burglars and their eventual arrest.

Safeguard believes in the meaningful application of technology to make our lives better. Combining 50 years of experience as a residential guard and security company with Safeguard's expertise as a technology integrator has resulted in QuickPass. QuickPass allows home owners to manage their accounts and grant visitor access over the internet. It puts the power of wireless technologies and data base management systems in the hands of the gate officers in an easy to use interface. Internet cameras capture images and tie them to entry records that can be quickly searched and arranged in easy to use reports for management companies, HOA boards and the police when needed.

For more information on QuickPass Pro, QuickPass-e and QuickPass Device Management visit us on-line at www.QuickPass.us or contact Randy Sands at 480-609-6990.



Cameras in the Bushes

Don't turn around. Your image may be captured using video cameras and recorders. They're on the highways, roadways, in bank teller machines, above you at the mall, the hardware store and the grocery store. If you frequent a casino, be assured your every move can be tracked. According to recent statistics the average American citizen is captured on a video camera over ten times a day. Even if you drive into a Safeguard gated community it's likely your movements are being recorded.

One of the significant costs to a Home Owners Association with entry and exit gates results from damages to the gates by vendor trucks, trailers and even homeowners or visitors. When accidents occur the management companies use Safeguard cameras and recordings to research the event and print out images of the car that caused the damage along with the license plate. This allows the HOA to recover the costs of damages which can amount to thousands of dollars over time. The Anthem Country Club in North Phoenix has reported recovering well over \$30,000 in gate repair costs from responsible parties since installing Safeguard cameras at their four gate entrances.

Safeguard certainly doesn't condone the use of cameras to invade the privacy of individuals, but when properly used they can help eliminate the age old question, "who did it"?



Receive occasional security tips, including our eSentry 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.



HOLIDAY HINTS: Because Your Property is Worth Protecting

The 2007 holiday season is fast approaching and Safeguard wants to make sure you are both prepared and protected. Whether you are traveling to visit friends or family or staying put to entertain in the comfort of your home, there are some things that can help make the holidays more comfortable, knowing you and your property are safe.

Taking proper precautions will help you enjoy the more important things in life this holiday season. And with that, the family of Safeguard wishes you a happy, healthy and safe holiday season.

If getting ready means having additional service people in your midst to clean, cater, repair or remodel, here are a few helpful hints to make the season remain cheerful:

- *Secure valuables away from prying eyes*
- *Arm your security system overnight and when you are away (even if it's for short trips to the market)*
- *Create unique temporary security codes for service professionals and guests*
- *Instruct your guests on the use of the security system*
- *Call Safeguard to register extended guests and passwords*
- *If you travel, let Safeguard know how to reach you*
- *Do not hang decorations over security motion sensors*
- *Do not leave Christmas lights on 24-hours a day*
- *Keep real Christmas trees moist*
- *Keep decorations out of the reach of small children and pets*



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by



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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.

corporate office
16117 North 76th Street
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Safeguard Personal Emergency Response Service



In March, Safeguard announced the new Personal Emergency Response Service. It's a lifeline to emergency services for independent seniors.

If you happen to be one of the thousands of Safeguard senior clients, or the child of an independent senior, you may be ready to consider Safeguard's Personal Emergency Response Service. For the benefit of our clients we have made sure that the Safeguard Personal Emergency Response Service is affordable, reliable and, in the best tradition of Safeguard, it's available to our clients without long-term contracts, plus you don't have to buy the equipment.

If you want to order or learn more about the new Safeguard Personal Emergency Response System, we invite you to contact one of our Customer Support Agents at 480-609-6250. They can answer your questions, set up your account and have the service working anywhere within two or three business days.

If you are still unsure or asking yourself if this is right for you or your loved one, these details may help you decide:

- *Two-Way emergency voice communication with the Monitoring Center.*
- *Water Proof pendant worn on the wrist or around the neck (one included).*
- *Easy to install. Plugs into the telephone line and power from a wall outlet.*
- *Includes a rechargeable battery in case of power failure.*
- *Your emergency and medical information is on file with the Monitoring Center.*
- *Month to month agreements (no long-term contracts).*