

# For Immediate Release



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**Vector Security announces third revision of the company's InSite building alarm system management program.**

**Pittsburgh PA:** Vector Security has announced the release the third revision of the company's InSite building alarm system management program.

In 2000, Vector Security released its first version of InSite, the company's web-based building alarm information management program. During September 2006, Vector released its third updated version of the website, which contains a number of important improvements which make InSite Version 3 even more beneficial to its users.

According to Thom Helisek, Vector's VP of Information Services, "The building alarm system is still a retailer's first line of defense in an overall LP program, and serves a distinct purpose in preventing the potential for high losses. But the day-to-day management of alarm systems; deployed and in use on a nationwide basis, can become an arduous task. The unfortunate result is that problems with alarm systems rarely hit the radar screen unless or until there was a high loss due to complete circumvention or failure. When they occur, these incidents can be due largely to improper system operation, management or maintenance; conditions that could have easily been remedied if someone were watching." In response, Vector developed and unveiled its first version of InSite in 2000; an online reporting tool which allowed our customers to monitor and manage virtually all aspects of their building alarm systems including routine signal monitoring, opening and closing information, and the status of service calls and system installations by EXCEPTION. In this way, LP staffs could focus their attention on the problem areas without needing to sort through pages and pages of unimportant information looking for the important details.

In 2004, InSite Version 2 followed, allowing users to view even more information; and the format was redesigned in a series of modules which users could select and access. Version 2 went far deeper into the deliverable information base; allowing users to choose the type of service they wanted information on; choose the store location or range of locations; and finally, choose the informational field they wanted. InSite delivered real-time information on the event and allowed LP managers to make alarm management decisions and address security problems on a highly proactive basis. LP managers could view problems and even see the corrective actions made by Vector staff members without needing to pick up the phone for updates.

InSite version 3 adds a fifth module, DATA MANAGEMENT, to the mix and allows users to request specific location information and make contact list updates directly through InSite, thereby eliminating the need for a supplementary email or fax. Users can even submit system code change requests; and receive notification when the change has been made. Version 3 also includes updated INSTALLATION information available from InSite by allowing it to pull data from a single source, instead of multiple sources. InSite's SEARCH CAPACITY was also improved to include collecting information attributable to a single site, a region, and now a city, state or zip code; and we expanded the system's available MANAGEMENT REPORTS to include three additional scopes.

While expanding the level of information available through InSite, Vector also focused InSite's ability to credential users to specific stores, regions or even larger geographic locations depending upon the individual user's influence. LP managers can also screen and focus what information is available to each specific user, thereby increasing InSite's ability to present specific information in a more position-select manner.

The usage of building alarm management programs such as InSite have attained broadened appeal as retailers deploy greater number of alarms to accommodate expansion; but a new emphasis on false alarm reduction is making this service even more valuable. "While most users rely upon these services to manage routine building alarm issues, we have been encouraging our customers to use InSite as a means to reduce the occurrences of false alarms," cites Helisek. In a pilot project, begun in 2003, we were able to reduce one retailer's false alarm incidents by nearly 60% and another's by nearly 40% by

using InSite combined with additional improvements made to system designs, data management and user training. Helisek also stresses InSite's value as a false dispatch reduction tool. "With the trend towards the adoption of restrictive response legislation impacting retailers nationwide, alarm system management programs, such as InSite, have become an important part of an all encompassing methodology to reduce false alarms." To that end, InSite Version 3 also incorporated improved dispatch tracking capabilities included as a standard part of the InSite package, instead of being made available through a supplementary stand alone web-tool.

Vector Security's national accounts division serves nearly 50 of the most recognized names in the multi-site retail throughout North America. Earlier this year, Vector's efforts at reducing false alarms and unwarranted dispatches were applauded as the company was the winner of the electronic security industry's first Police Dispatch Quality award. Following receiving that award, Vector's false alarm reduction efforts were again cited when The False Alarm Reduction Association honored Vector with it Achievement Award. In May 2006, Security Distributing & Marketing magazine (SDM) and the Central Station Alarm Association (CSAA) named Vector Security, central station of the year for the overall quality of the company's central station services. Vector was also named vendor of the year by Dollar General in both 2003 and 2004; and was named Loss Prevention Vendor of the Year in 2005 by Lowe's.