

CLARITY

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888-711-NASS • www.nasscctv.com

info@newagesecuritysystems.com



Darin's Corner

NASS Visits ISC West



Darin Flannes, CEO

LAS VEGAS – With just over 900 booths, crowded aisles and New Age Security Systems in attendance, ISC West was labeled a strong show this year by both attendees and exhibitors. Official attendance numbers have not yet been released, but anecdotal indications were that attendance was indeed very strong. The state of the industry keynote address was filled to full capacity, with additional attendees standing along the walls. Events put on by companies such as Bosch and DMP were standing room only and there were lines for the bathroom in the lunch-time hour!

Aside from the eye dropping visuals and packed walkways, there were also some new hi-tech technologies showcased at ISC West. In recent years there has been a heavy emphasis placed on IP video and the convergence between Physical Security and IT. This year was no exception, and introduced us to yet another acronym: PSIM (Physical Security Information Management). This growing technology category marries physical security device management with the automation, logic, and reasoning capabilities of computing. PSIM software systems are designed and optimized to integrate and analyze information from traditional and other various types of security devices and systems, and then present the necessary data to automatically or manually resolve the situation in real time. The main PSIM software introduced was by a company called ONSSI. Their Oculus software could possibly lead to a paradigm shift in physical and

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New Age Security Systems

26074 Avenue Hall #11

Valencia, CA 91355



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Dick Beyl on:

Bankable Training

A bank teller's worst fear is a holdup, and being paralyzed with fright during a robbery can make a teller forget robbery procedures, undermining the twin goals of safety and suspect identification. Even tellers who respond calmly often forget the various steps that make up a robbery response procedure.

As the Western Regional Manager for U.S. Bank in Oregon, I was responsible for teller training. Like many other financial institutions, we were experiencing an increased volume of robberies in the mid-to-late 1990's, and tellers were forgetting the robbery procedures taught during their training. Due to tellers not being able to recall procedures during the panic-stricken moments of a robbery, I developed a training aid using the acronym: COPS (comply, observe, pull and safety).

Comply: Tellers were taught to comply immediately with directions of the robber. Security professionals agree that many violent confrontations result from the attempts of well-meaning employees to thwart a robbery.

Observe: The next step is to observe the robber – not just typical information such as height, weight and distinguishing marks – but also details about clothing (including shoes), the demand, the robbers speech, weapons used, and if seen, the vehicle. Tellers were

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software based security monitoring. Mainly based on increased accessibility, virtual security barriers and event driven action-potential, their software could change the way we view and deploy monitoring systems today.

Each year I look for a standout product. The kind of innovation that makes the trip worth taking! My pick this year is a product called the D7-180 camera by Scallop Imaging. This megapixel camera is very esthetics friendly and can be painted any color to easily blend into the environment. The D7 is a seven megapixel surveillance camera that records in full-color high resolution throughout its 180° field of view, without fisheye distortion. The camera processes over 100 megapixels per second providing a 180° full situational awareness image, plus an instantly slewing zoom window(s), all with full motion video over one Ethernet connection. You really have to see it to believe it, when you have a chance, visit this link:

<http://www.scallopinaging.com/imagery.php>

A big announcement came from the camp of Reed Exhibitions, the proprietors of ISC West. The show normally held in New York City, ISC East, will be renamed to ISC Solutions. The new ISC Solutions will be reframed as an application, and vertical-focused event. The first event in the Fall will focus on the healthcare, retail, education/campus and government verticals. ISC Solutions will have a completely redesigned show room floor. All exhibits will be segmented by their association with technology and applications. In the center, a "solutions hub" will be setup, and will act as an appointment meeting space and will incorporate speaking theaters. If the bar-raising standards are maintained from ISC West to the new ISC Solutions, New Age Security systems will definitely be attending this show and seeing what it has to offer.

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also taught to observe the body language of other tellers. A normally gregarious teller that suddenly becomes quiet and stoic may indicate that something is wrong.

Pull and Pass: The third step was to pull the bill trap, which is no longer used today, but has been replaced by bait bills, dye packs or trackers. Passing them may result in a swift arrest. Activating the alarm can be accomplished as soon as the robber has turned his back on the teller.

Safety: Finally, safety is stressed. Tellers were taught not to do anything that they were not comfortable doing or they could potentially put customers and other employees at risk.

Not all robberies are as simple as the quiet demand or note passing, but applying the COPS training concept may help the teller during this stressful event and it may lead to the arrest of a one-time or serial robber.

NASS 2010 Camera Retrofit Special



Evaluating The Situation

New Age Security Systems will provide a FREE on-site evaluation of any of your branches cameras. We will make sure they are focused properly, and make sure your cameras are using the appropriate lenses.

Making The Change

After the evaluation, we'll recommend some camera options, and for every 3 cameras replaced, the 4th camera will be free. For every 3 camera lenses replaced, the 4th lens will be free!

Some models may not apply, call us or visit our website for more details!