SIMS 2003 User Conference Agenda

Friday Evening February 7, 2003

SIMS will host a reception at the home of Ken Utley at 7224 Regency Ct., Plano, Texas. This time can be used to meet all of the SIMS personnel before the fun starts. Drinks and snacks will be served. The Plano Visitors Bureau provides transportation from the Harvey Hotel. Shuttle buses will begin at 6:45pm and ending at 11:00pm. This reception will be open from 7 to 11pm.

Saturday February 8, 2003

08:30 - SIMS User Meeting Introduction (20 minutes): Kenneth Utley will proudly introduce the SIMS Staff so that customers may put names with faces. A further introduction will include the goals and purpose of this meeting. Questions and discussions are encouraged as the meeting flow of events is covered.

08:50 - SIMS Inc. Status, General Discussion and New Product Introductions (60 minutes): Kenneth Utley will review history, background and current status of SIMS as a company, progress made over the last twelve months and goals in the short to medium term. General discussion is encouraged to include customer prospective of service, how service can be improved, and how SIMS goals reflect on customer base. Ken Utley will also provide a brief introduction of new products within the SIMS family with a brief discussion on how all these products will work together in the Central Station environment.

10:00 - Ademco Receiver Discussion including the 8000 Receiver (30 minutes): Ademco personnel will provide a brief introduction to product additions to the Ademco line. This brief discussion will include how all these products will work together in the Central Station environment and what can be done to make integration easier.

10:30 - Coffee Break (15 minutes)

10:45 - Introduction of SIMS II for Windows (50 minutes): Kenneth L. Utley will provide some insight to the concepts currently available with SIMS II for Windows. This discussion will include when and how to use the SIMS for Windows and will include Windows and Client based concepts.

11:40 – Video Enhancements Demonstration (20 minutes): Kenneth L. Utley, assisted by OzVision personnel will provide some insight into the integration of video into the Central Station Operators Terminals. Historically, video has been provided only to a special computer within the Central Station environment instead of integrated on the same terminal.

12:00 - Break for Lunch in The Lobby Bar/Legacy Room (60 minutes): Ademco/ADI and SIMS, Inc. will host a lunch buffet that will provide an excellent opportunity for meeting new friends and visiting old ones.

01:00 - SIMS II for Windows (continued, 50 minutes): Kenneth L. Utley will continue to provide information on the usage of the SIMS for Windows.

01:50 - SIMS II FormWriter / ComServer (30 minutes): Ken L. Utley will review the SIMS II FormWriter for Windows and the new ComServer for Windows programs. FormWriter is a product that allows the user to design their own forms for customer and dealer reports. In addition, it will automatically perform these functions to fax, e-mail and printer. The ComServer is a windows based product that will pick up faxes and emails from SIMS and perform real-time interfacing to the outside world.

02:20 – Radionics Discussion including D6600 Receiver and Gateway (20 Minutes): Mr. Rich Ader will provide a brief introduction to product additions to the Radionic's line. This brief discussion will include how all these products will work together in the Central Station environment and what can be done to make integration easier.

02:50 - Break for Afternoon Refreshments (20 minutes)

03:00 - Introduction to SIMSWeb (50 minutes): Steve Ryckman will introduce the SIMSWeb Access. SIMSWeb will allow contractors/dealers to add the ability of updating database and retrieving reports through the InterNet Access.

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03:00 - Open Discussion of CSM (50 minutes): Open mini-group discussion of the CSM by SIMS Personnel. This can include an explanation from "A to Z" of the workings of the CSM. This discussion will be great for those customers wanting to know all about the CSM, it's new features and capabilities.

04:00 – SIMSAccess Open Database Architecture (60 minutes): Ken Utley will provide the introduction of the SIMSAccess which allows the mirroring of the SIMS II database to/from a Microsoft Access, Btrieve, SQL and Sequel Server database. This new database will provide the future expansion for all SIMS II products including horizon products in Service and other Central Station related issues.

06:15 - 07:00 Cocktail Reception in Legacy Room: Cash Bar available. Complimentary Hors d'oeuvres.

07:00 - SIMS User Conference Dinner in The Magnolia Room: SIMS will host a Texas Buffet Dinner providing a Texas barbecue style of food. This will be an excellent opportunity to exchange ideas and impressions of today's events with CSM and SIMS Users.

08:30 - Country Western Night Club in Dallas: Bus transportation to Cowboys Red River Night Club for an evening of country western fun and dancing. Visit their web site at www.cowboysdancehall.com/homepage.cfm?Club=2. Buses will leave Harvey Hotel at 8:30pm. They will depart at 1:00am sharp for return trip to the Harvey Hotel. Buses will also shuttle people back to the Harvey Hotel earlier if you wish. See Keith Utley for details. Get your spurs on y'all.

Sunday February 9, 2003

08:30 - Roundtable User Discussions (70 minutes): Various discussion groups on topics such as Best Practices in Central Station Monitoring, How to hire and retain quality dispatchers, Standards; "The Birth and Death" and how they effect you, New streams of recurring income (MRI), Establishing an SOP of your own, False Alarms – Past, Present & the Future and SIMS Supervisor Certification.

09:50 - Break For Coffee (15 minutes)

10:05 – SIMS for DOS and the New Features (50 minutes)

Ken Utley will continue discussions with the new features in SIMS for DOS and how they may be used to increase productivity. This includes such items as automatic email notifications by zone, etc.

11:00 - Formwriter (60 minutes)

Mr. Ken Utley will provide an in depth discussion of all facets of the SIMS Formwriter Program which will include the creation of new reports, overall setup and Formwriter to Excel usage.

12:00 - Break for Lunch (approximate)

You are on your own. The Harvey Hotel provides an excellent brunch in the Remington Cafe. Sunday brunches of various style foods can also be found in and around the hotel.

01:00 - SIMS II for DOS and Windows Question and Answer Discussion (90 minutes): Complete discussion of the SIMS II and SIMS II for Windows by Kenneth Utley. This will include any explanation from "A to Z" of the workings of the SIMS II and SIMS II for Windows. This discussion will be great for those customers wanting more than an overview of SIMS II or those new customers that just want to hear it all.

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01:00 - Networking and the Internet (90 minutes): Steve Ryckman will discuss the directions that networking technologies are headed as well as integration of the Internet into your Network. This will be a technical discussion of the precautions and planning you should take before changing your network architecture.

02:30 - Break For Coffee (15 minutes)

02:45 – VaporPaper for Windows (50 minutes): Steve Ryckman will give an operational discussion of the new VaporPaper for Windows product from SIMS. VaporPaper is designed to replace the many printers in your central station with a computer program that collects and provides reports on captured printer data.

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02:45 - Complete Discussion of SIMS Accounting (50 minutes): Kenneth Utley will provide a discussion of the SIMS Accounting and it's usage with either the SIMS II or CSM programs.

03:45 - SIMS Problems and Fixes Discussion (till complete): Kenneth Utley will host a general open discussion of problems encountered by various SIMS users.

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03:45 - CSM Problems and Fixes Discussion (till complete): Steve Ryckman will host another open discussion of problems encountered by various CSM users.

Monday February 10, 2003

09:00 - Current UL/ULC Listings and Procedures (50 minutes): Kenneth Utley of SIMS will go over the current UL1981 status of the SIMS I/II/CSM products, the implication to Central Stations and the hardware requirements.

10:00 - Program Enhancements and Program Bugs (40 minutes): Kenneth Utley discusses the follow questions; How can the customer tell which enhancements are and which are program bugs? As the customer, how do we report problems and how do we make requests for program changes? What is reasonable anyway?

10:40 - Break for Coffee (20 minutes)

11:00 - As a Customer, I'm still confused (30 minutes): Here's another chance to get those questions in that just didn't get answered yet.

11:30 – Surgard/DSC Introduces the System III (30 minutes): Mr. David Crawford of Surgard will introduce and provide a feature/benefit discussion of the new System III system.

12:00 - Break for Lunch in The Magnolia Room (60 minutes): Surgard/DSC and SIMS, Inc. will host a lunch buffet that will provide an excellent opportunity for meeting new friends and visiting with old ones.

1:00 - Special Assistance: This time is provided to assistance any customer with specialized questions that they may want to cover. Our time is your time. If you feel you need extra help, extra time or want to know information on a variety of items that have not been covered, this is your time. SIMS personnel will be available all afternoon to speak about individual situations.