SIMS 2004 User Conference Agenda

Friday Evening February 6, 2004

SIMS will host a reception at the home of Kenneth 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 Southfork Hotel. Shuttle buses will begin at 6:45pm and ending at 11:00pm. This reception will be open from 7 to 11pm.

Saturday February 7, 2004

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 (70 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 - SIMS Media/Web Features (30 minutes): Kenneth Utley and Steve Ryckman will discuss new features on the SMS website and the new streaming videos available to you.

10:30 - Coffee Break (15 minutes)

10:45 - what's new in SIMSI II (20 minutes): Kenneth Utley will discuss the new enhancements/features in SIMSII for DOS.

11:05 - SIMS II for Windows (55 minutes): Kenneth 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.

12:00 - Break for Lunch in The Magnolia Room (60 minutes): OzVision and ADI will host a lunch buffet that will provide an excellent opportunity for meeting new friends and visiting old ones.

1:00 - SIMS II for Windows continued (50 minutes): Kenneth Utley will continue to provide information on the usage of the SIMS for Windows.

1:50 - Disaster Recovery (30 minutes): General discussion with Kenneth Utley of SIMS to discuss the concept of SIMS backup central stations, it's costs, and benefits.

2:20 - SIMS II FormWriter (30 minutes): Kenneth Utley will review the SIMS II FormWriter for Windows. 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.

2:50– Afternoon Break (10)

 3:00 - SIMSII FormWriter continued (90 minutes)

-or-

3:00 - SurGard/DSC System III: Mr. David Crawford of Surgard will introduce and provide a feature/benefit discussion of the new System III system and Internet monitoring.

4:30 – SIMSSql Database Engine (30 minutes): Kenneth Utley will provide the introduction of the SIMSSQL product which allows the mirroring of the SIMS II database to/from a SQL 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.

-or-

4:30 - Open Discussion of CSM (30 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.

6:15 - 7:00 Cocktail Reception in Live Oak/Pin Oak Rooms: Cash Bar available. Complimentary Hors d'oeuvres.

7:00 - SIMS User Conference Dinner in The Magnolia Room: Surgard and SIMS will host a Texas Buffet Dinner providing a Texas barbeque style of food. This will be an excellent opportunity to exchange ideas and impressions of today's events with each other.

8:30 - Country Western Night Club: Bus transportation to the Cowboys Red River Night Club in Dallas for an evening of country western fun and dancing. Buses will leave the Southfork Hotel at 8:30pm. They will depart at 1:00am sharp for return trip to the Southfork Hotel. Buses will also shuttle people back to the Southfork Hotel earlier if you wish. See Keith Utley for details. Get your spurs on y'all.

Sunday February 8, 2004

08:30 - Roundtable User Discussions (60 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 affect you, New streams of recurring income (MRI), Establishing an SOP of your own, False Alarms – Past, Present & the Future and SIMS Supervisor Certification.

-or-

08:30 - Roundtable User Discussions (60 minutes)

Jim Lee of Alpine Management Solutions will discuss their integrated business management solutions as well as integration possibilities with SIMS II.

09:30 - SIMSWeb (60 minutes): Steve Ryckman will discuss the SIMSWeb product. SIMSWeb gives your contractors/dealers the ability of updating database and retrieving reports through the InterNet using a web browser. New features in SIMSWeb, including language translation and upcoming add-ons will also be discussed.

10:30 - Break For Coffee (15 minutes)

10:45 - VaporPaper for Windows (45 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.

11:30 - OzVision (30 minutes): OzVision personnel will give a brief introduction to what has become the de facto standard in video monitoring services. SIMS is now integrated with OzVision to bring you high quality compressed video clips from remote sites over traditional telephone lines or even cellular. Find out just how easy it is to add RMR to new or already installed CCTV systems and how retrofit installations can be upgraded. Use the police "no response" policy as a springboard for revenues from remote video false alarm verification. In addition, add new services such as video open/close reports and video guard tours. Plus, video e-mail notification can be sent right to a computer or PDA of any occurrence including the opening of a safe, transaction cancellations and machine malfunctions.

12:00 - Break for Lunch (60): You are on your own. The Southfork Hotel provides an excellent brunch in the Remington Cafe. Sunday brunches of various style foods can also be found in and around the hotel.

1:00 - SIMS II for DOS and Windows Question and Answer Discussion (50 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.

1:50 - ComServer (30 minutes): Kenneth Utley will provide an in-depth discussion on the ComServer program. 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.

2:20 – Networking into the Future (30 minutes): Steve Ryckman will discuss the latest developments in networking and how they may effect SIMS Central Stations. This will include topics regarding the scheduled discontinuation of NetWare 4.2 and SFTIII and what you can do to prepare for the future.

2:50 - Afternoon Break (10)

3:00 - Complete Discussion of SIMS Accounting (60 minutes): Kenneth Utley will provide a discussion of the SIMS Accounting and it's usage with the SIMS II and SIMS for Windows products.

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3:00 - Protecting Your Network (60 minutes): Steve Ryckman will discuss network security issues and procedures.

4:00 - 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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4:00 - CSM Problems and Fixes Discussion (till complete): Steve Ryckman will host another open discussion of problems encountered by various CSM users.

Monday February 9, 2004

08:30 - Current UL/ULC Listings and Procedures (60 minutes): Kenneth Utley of SIMS will go over the current UL1981 status of the SIMS products, the implication to Central Stations and the hardware requirements.

09:30 Enhancement or Bug? (60 minutes): Kenneth Utley discusses the following 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?

10:30 - Break for Coffee (15 minutes)

10:45 - Unanswered Q & A (45 minutes): Here's another chance to get those questions in that just didn't get answered yet.

11:30 – OPEN (30)

12:00 - Break for Lunch in The Magnolia Room (60 minutes): 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 assist 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.