

# SIMS 2005 User Conference Agenda

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## Friday Evening March 18th, 2005

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 reception will be open from 7pm until 11pm. The Richardson Hotel provides transportation from the hotel which will begin at 6:45pm and end at 11:00pm.

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## Saturday March 19, 2005

All presentations will be held in the Wildflower Ballroom (Salon A-D) unless otherwise noted.

**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.

**09:50 – Disaster Recovery Overview (40 minutes):** Kenneth Utley and Steve Ryckman will discuss the new SIMS Disaster Recovery Center (SDR) and what it means to your business.

**10:30 - Coffee Break (15 minutes)**

**10:45 – Introduction to Virtual Receiver Concepts (30 minutes):** Kenneth Utley and Steve Ryckman will discuss how virtual receiver technology can be used to reduce your telephone line costs and the amount of receiver equipment you need. An overview of PRI's, DNIS and other buzzwords you need to know will be covered.

**11:15 - Surgard System III Receiver (45 minutes):** David Crawford of DSC/Surgard will introduce you to the features and capabilities of their System III receiver and related accessories. <http://www.dsc.com>

**12:00 - Break for Lunch in rooms Salon E-G (60 minutes):** SIMS and DSC/Surgard will host a lunch buffet that will provide an excellent opportunity for meeting new friends and visiting old ones.

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**1:00 – Bosch/Radionics 6600 Receiver (45 minutes):** Stephen Kovacsiss of Bosch will introduce you to the features and capabilities of their 6600 receiver and Internet communication modules. <http://www.boschsecurity.us>

**1:45 - SIMS for Windows, ComServer and FormWriter (45 minutes):** Kenneth Utley of SIMS will discuss the advantages and new features of the SIMS for Windows, ComServer and FormWriter products. The primary focus will be on the more advanced features that you might not be using but can make your life easier.

**2:30 – Break for Afternoon Refreshments (15 minutes)**

**2:45 – SIMSSql Database Engine (30 minutes):** Kenneth Utley will discuss the SIMSSQL product which allows the mirroring of the SIMS II database to/from a SQL Server database. This application will provide the future expansion for all SIMS II products including horizon products in Service and other Central Station related issues.

**3:15 – Reliable Group – AlarmKey Software (45 minutes):** The staff of Reliable Group will discuss their AlarmKey Software. <http://www.reliablegroup.com>

**4:00 – SIMSWeb and SIMSWeb “Lite” (30 minutes):** Steve Ryckman will cover recent enhancements to SIMSWeb including the SIMSWeb “Lite” features for access from PocketPC mobile devices such as PDA’s.

**4:30 - VaporPaper (30 minutes):** Steve Ryckman will discuss recent changes to the VaporPaper product such as the remote access using a web browser and other recent enhancements.

**6:15 - 7:00 Cocktail Reception in rooms Salon E-G:** Cash Bar available. Complimentary Hors d'oeuvres.

**7:00 - SIMS User Conference Dinner in room Salon D (Wildflower Ballroom):** SIMS, Bosch and Reliable Group 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 Richardson Hotel at 8:30pm. They will depart at 1:00am sharp for the return trip to the Richardson Hotel. Buses will also shuttle people back to the Richardson Hotel earlier if you wish. See Keith Utley for details. Get your spurs on y'all. <http://www.cowboysdancehall.com/Dallas>

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## Sunday March 20, 2005

**08:30 - Roundtable User Discussions (60 minutes):** Various discussion groups on topics such as Disaster Recovery, implementation strategies for virtual receiver lines and any other topics you wish to discuss among yourselves.

**09:30 – Networking Strategies and the Future (60 minutes):** Steve Ryckman will discuss networking, licensing and why SFTIII is still better than clustering.

**10:30 - Break For Coffee (15 minutes)**

**10:45 – Pacom Systems (45 minutes):** Glen De Young from Pacom Systems will make a presentation on a dynamic central station revenue growth opportunity through Managed Access Control Services as an adjunct to your regular intrusion detection and alarm monitoring services. <http://www.pacomsystems.com>

**11:30 – UL/ULC Issues and Upcoming Changes (30 minutes):** Steve Ryckman will discuss current and upcoming changes to UL1981 and ULC.

**12:00 - Break for Lunch (60 minutes):** You are on your own. Various style foods can be found in and around the hotel.

**1:00 – SIMS Support – Helping Us Help You (15 minutes):** Kenneth Utley will discuss what you can do to help us support you better. This will include topics such as Radmin vs. Dialup/VPN and what you can expect when you report a problem.

**1:15 – Remote Access via Terminal Services (30 minutes):** Kenneth Utley and Steve Ryckman will discuss why to use Terminal Services instead of other remote access packages and what is required to use it. This will also be beneficial for any site that plans on using the SIMS Disaster Recovery Center.

**1:45 – Ozvision (45 minutes):** The staff of Ozvision will discuss their new products as well as their recently announce collaboration with DSC. <http://www.ozvision.com>

**2:30 - Afternoon Break (15 minutes)**

**2:45 – ECV aka Enhanced Call Verification (30 minutes):** Stan Martin, Executive Director of SIAC and Ivan Spector, President of Sentinel Alarm will discuss how ECV offers a cost effective way to immediately impact a reduction of false dispatches across your client base. Backed up with very real statistics and hard data.

**3:15 – New Products, SIMS Watchdog and SIMSSync (30 minutes):** Kenneth Utley will provide an overview of the new SIMS Watchdog and SIMSSync products.

**3:45 –Alpine Management – Integrating with SIMS (45 minutes):** The staff of Alpine Management Solutions will discuss their business management software products and how their solutions interface with the SIMS II Database. <http://alpine-mgmt.com>

**4:30 - SIMS Questions and Answers (till complete):** The SIMS Staff will host a general open discussion of questions on any of our products.

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## **Monday March 21, 2005**

**08:30 – Tour of the SIMS Office and Disaster Recovery Center (3.5 hours):** Steve Ryckman will give tours of the SIMS Office and Disaster Recovery Center. Our staff will make several trips back and forth to bring everyone from the hotel to our office. Each group is expected to be at our office about 45 minutes and then you will be returned to the hotel.

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**08:30 – Unanswered Q & A (120 minutes):** Kenneth Utley will host an open question and answer period at the hotel about anything you still have questions about. Get those questions answered while waiting to go to our office or after you get back.

**10:30 - Break for Coffee (15 minutes)**

**10:45 - Unanswered Q & A Continued (90 minutes):** Here's another chance to get those questions in that just didn't get answered yet.

**12:00 - Break for Lunch in rooms Salon E-G (60 minutes):** SIMS, OzVision and Pacom 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 have sign-up sheets for one-on-one sessions throughout the weekend (not just Monday afternoon). Please sign-up for one of these sessions to ensure that you get uninterrupted time to discuss your questions.