

SIMS 1999 User Conference Agenda

Friday Evening January 22, 1999

SIMS will host a reception at the home of Ken Utley at 3112 Teakwood Lane, Plano, Texas. This time can be used to meet all of the SIMS personnel before the fun starts. Drinks and snacks will be served. Transportation from the Harvey Hotel is provided in their shuttle buses. This reception will be open from 7 to 11pm.

Saturday January 23, 1999

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 and General Discussion (40 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.

09:40 - Networking 101 (50 minutes): Required understanding for all those wanting to get more out of their computers. SIMS personnel will discuss the differences between dedicated networks (i.e. Novells), peer-to-peers (i.e. Windows 95/98) and later entries such as Windows NT.

10:30 - Coffee Break (15 minutes)

10:45 - Basic Discussion of the InterNet (25 minutes): Basic discussion of the InterNet by Steve Ryckman. This will start with the basics of the InterNet and provide an explanation of where the InterNet and communications may be heading. This discussion will be great for those customers who will want to know more about the SIMSWeb.

11:15 - Introduction of SIMS II for Windows (45 minutes): Kenneth L. Utley will provide some insight to the concepts currently available with SIMS II for Windows. This will include Windows and Client based concepts.

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

01:00 - SIMS II FormWriter (50 minutes): Dan L. Utley will review the new SIMS II FormWriter for Windows. This new product will allow the user to design their own forms for customer and dealer reports. In addition, it will automatically perform this function to fax, e-mail and printer.

02:00 - Introduction to SIMSWeb/SIMSLink (50 minutes)

Mr. Steve Ryckman and Mr. Dan Utley will introduce the SIMSWeb/SIMSLink. SIMSWeb/SIMSLink will allow contractors/dealers to packet transfer database updates to the monitoring station and packet receive history back into their local computer for reporting capabilities.

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

03:00 - Complete Discussion of SIMS II (2 hours): Complete discussion of the SIMS II by Kenneth Utley. This will include an explanation from "A to Z" of the workings of the SIMS II. 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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03:00 - Complete Discussion of CSM (2 hours minutes): Complete mini-group discussion of the CSM by Steve Ryckman. This will 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.

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03:00 - Complete Discussion of SIMS I (2 hours): Complete mini-group discussion of the SIMS I by Kim Utley. This can include an explanation from "A to Z" of the workings of the SIMS I. This discussion will be great for those customers wanting to know all about the SIMS I.

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03:00 - Security Leasing Partners (50 minutes): A presentation by Mr. Barry Epstein of Security Leasing Partners, with over \$150,000,000 in fundings to alarm dealers since 1990. Information provided and discussions will include Acquisition Financing, Mass Marketing Programs, Debt Restructuring, Buy out of Partners, Working Capital and Central Station Expansion.

04:00 - Dell Computers Speaks One on One (60 minutes):Dell Computers, now the largest supplier of computer to the business community will provide a presentation by Mr. Joseph Trimble. Joe will speak of wide range of topics include technology and where it is going.

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

07:00 - SIMS User Conference Dinner in The Magnolia/Legacy Rooms: 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 Country 2000 Night Club for an evening of country western fun and dancing. Visit their web site at www.country2000.com. Buses will leave Harvey House at 8:30pm. They will depart at 1:00am sharp for return trip to the Harvey House. Get your spurs on y'all.

Sunday January 24, 1999

09:00 - Complete Discussion of SIMS Accounting (90 minutes): Mr. Steve Ryckman will provide an in depth discussion of the SIMS Accounting and it's usage with either the SIMS II or CSM programs.

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09:00 - Roundtable User Discussions (90/75 split in minutes): Various discussion groups on topics such as Economies of scale and scope in Central Station operations, Liabilities and Impact, Telephone and communications issues for alarm Central Stations, major issues facing the Central Station profession, Call Center Management, False Alarms, Central Station operational procedures, consolidating industry and industry compensation trends.

10:30 - Break For Coffee (15 minute)

10:45 - Current UL/ULC Listings and Procedures (45 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.

12:00 - Break for Lunch: You are on your own. The Harvey Hotel provides an excellent lunch in the Remington Cafe. Sunday brunch's of various style foods can also be found in and around the hotel.

01:00 - Continued Discussion on SIMS II (90 minutes)

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01:00 - Year 2000 & Other Hardware Issues (90 minutes): Mr. Steve Ryckman will provide an in-depth discussion of Novell Networking, Year 2000 Compliance and how to get it. This discussion will include early experiences on Netware v5.0, Windows 95/98/NT and Netware.

02:30 - Break For Coffee (15 minutes)

02:45 - VaporPaper/TeleLogik (50 minutes): Kenneth Utley will give an operational discussion of the New VaporPaper 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. We will also give an operational discussion of the TeleLogik product from SIMS. TeleLogik is designed to replace the current action of operators answering questions from installation and service personnel. General discussion comments and input from current TeleLogik users is encouraged.

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02:45 - Individual Novell Issues (50 Minutes): Steve Ryckman and Nick Utley will be available to discuss various hardware problems and solutions. Topics will include determining if you have a Year 2000 compliance problem, what to do about it, and other hardware problems facing central stations today.

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 January 25, 1999

09:00 - Continued Discussion about Technologies (60 minutes)

Kenneth L. Utley and Steven Ryckman will continue the discussion on the ever changing technologies and how they may be used to enhance the Central Station business. Here's a good time to get it straight.

10:20 - Program Enhancements and Program Bugs (20 minutes)

Kenneth Utley discusses the follow questions; How can the customer tell which are enhancements and which are 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)

11:20 - As a Customer, I'm Still Confused (40 minutes): Here's another chance to get those questions in that just didn't get answered yet.

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

13:00 - 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.