

SIMS Y2K User Conference Agenda

Friday Evening February 4, 2000

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. Transportation from the Harvey Hotel is provided by the Plano Visitors Bureau. Shuttle buses will begin at 6:45pm and ending at 11:00pm. This reception will be open from 7 to 11pm.

Saturday February 5, 2000

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.

10:10 - Surgard Product Discussion including the MLR Receiver (20 minutes): Surgard personnel will provide a brief introduction to product additions to the DSC 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 - 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 (35 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.

11:45 - Cellemetry - Cellular Backup (15 minutes): Representatives of UpLink Security will provide a quick explanation of cellular usage for system backup at the premise. This cursory discussion will include costs and an operational quick pass of information. Because of our limited time frame, interested parties should then contact UpLink representatives for a more thorough explanation.

12:00 - Break for Lunch in The Lobby Bar/Legacy Room (60 minutes): DSC 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.

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 - SIMS II FormWriter / SIMSFax (50 minutes): Dan L. Utley will review the SIMS II FormWriter for Windows and the new SIMSFax 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 SIMSFax program is a windows based product that will pick up faxes and emails from SIMS and perform real-time interfacing to the outside world.

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03:00 - Open Discussion of CSM (60 minutes): Open mini-group discussion of the CSM by Steve Ryckman. 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 - Dell Computers Speaks One on One (60 minutes): Dell Computers, now the largest supplier of computers to the business community will provide a presentation by a Dell Representative. This representative will speak of wide range of topics include tomorrow's technology.

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 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. 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 6, 2000

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 (50 minutes): Various discussion groups on topics such as Crisis and Disaster Management, 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.

09:50 - Break For Coffee (15 minutes)

10:05 - The Police Perspective (45 minutes): Mr. Ralph Sevinor, the President/Elect of the Central Station Alarm Association will introduce Mr. Bruce D. Glasscock, President/Elect of the International Association of the Chiefs of Police who will speak to us regarding our industry relations. Chief Glasscock holds a Bachelor's degree in Criminal Justice Management from Metropolitan State College at Denver, Colorado and a Master's degree in Public Administration from the University of Colorado. He is also a graduate of the Police Executive Research Forum's Seniro Management Institute, the FBI's Law Enforcement Executive Development Program, and the U.S Secret Service Dignitary Protection Program.

Chief Glasscock is an active member in several local, state, and national organizations. In 1994, Chief Glasscock was elected to the Board of Officers of the International Association of Chiefs of Police (IACP) where he currently serves as 1st Vice President. In November 2000 he will become President of IACP. IACP is the world's oldest and largest non-profit organization of police executives established in 1893. IACP has over 17,000 members in 112 countries. He serves on a number of local professional and community advisory boards and committees and is active in the Texas Police Chiefs Association.

11:00 - Monadmin Windows Accounting Integration (75 minutes): Mr. Irv Fisher of API Alarms and Moose Rapids Technologies will introduce MONADMIN for SIMS II. It is a full service accounting and management suite for SIMS II stations using the newest object

oriented client server technologies. It fully integrates SIMS II with sales, service, installation, inventory, purchasing, collections, payables and general ledger systems.

12:15 - Break for Lunch (approximate): You are on your own. The Harvey Hotel provides an excellent brunch in the Remington Cafe. Sunday brunch's 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/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 Hardware and Networking Issues (50 Minutes): Steve Ryckman will be available to discuss various hardware and networking problems and solutions. This will mostly be a question and answer session in which you can bring your questions from previous sessions and ask questions as it relates to your site.

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 7, 2000

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 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)

11:00 - As a Customer, I'm Still Confused (60 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 Room (60 minutes): SIMS 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.