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## **Service with Integrity and Commitment**



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has been an absolute pleasure."*



# Service with Integrity and Commitment

The security alarm business used to be a much simpler business. Companies like yours installed alarm systems. Companies like ours monitored them.

Although much has changed, your customers consider the central station to be a part of your operation. They trust you to provide a monitoring service that is absolutely secure and reliable.

*With GMS, you'll get  
absolute reliability,  
quick and intelligent  
service, and more  
selling opportunities.*

While taking care of your customers is of utmost importance, it is only part of the story. As a security professional, you know that technological change and business consolidations have transformed the monitoring industry.

More than ever, you need a central station that is dedicated to providing a long-term, mutually beneficial relationship. You need a central station you can trust:

- to respond as a partner in addressing issues and opportunities,
- to provide reliable, professional customer service and experienced, dependable technical support,
- to keep pace with leading technologies, and
- to be there for the long term.

*GMS is that central station.*



# People. Technology. Quality.

GMS is a custom central station. We've scoured the industry for the best people, provided them with a great working environment, and given them superior technology and facilities.

## People

Our staff of professionals is trained and certified to SIA (Security Industry Association) standards, and committed to your customers' security and your business success. You can expect follow-through and problem solving, instead of having to "manage issues" through your central station.

## Technology

The promise of technology is continuously improving performance at lowered costs. At GMS, we are proud of our



state-of-the-art facilities and equipment. But we also know that simply purchasing technology does not deliver improved service to our customers, or to your customers.

Success with technology requires investing in implementation and training, and a passion for doing things right. It is through our commitment, and our desire to provide the best possible service, that we get (and deliver) the most from our equipment.

Our receiving equipment accepts calls from all major formats. The need for multiple receivers and multiple phone lines is a thing of the past.

If you need help during an installation, we'll be standing by with the right answers to your questions.

No need to worry about equipment overloading during peak periods – our equipment can process a virtually unlimited number of calls.

Our highly automated system works much faster than traditional receiving equipment. If you're paying for your own toll-free line, you can expect a significant reduction in receiver line charges.

## Quality Assurance Team

Our Quality Assurance Team constantly monitors alarm activity. Our specialists focus on repeated false signals, and work to reduce false alarms. They also follow up on problem accounts and unknowns, providing service and selling opportunities.

**For more information, contact us at 1-800-839-7212.**

# What Our Customers Say

I am writing to you to express my greatest satisfaction and appreciation for the outstanding service you and your central station provide. I must admit that in the beginning the idea of transferring my accounts made me nervous. These feelings quickly dissipated after meeting your experienced and professional staff. The whole transition was painless and educational.

You are an outstanding bunch of people and I suspect we will be doing business for many years to come. Again, thank you for your continued professionalism and for making my company look good.

*Lana Zatsepin  
Vice President  
United Alarm  
Systems, Inc.*

You are no doubt aware of our plans to sell Lakeside Alarm. They will of course be transferring the accounts to their central station in Colorado. I wish we could have left the accounts at GMS, but alas, that was not possible.

Although I am pleased to be retiring, I will miss my daily contacts with your staff. As I have expressed to you in the past, from our first day with GMS, our relationship has been an absolute pleasure. You folks have done and continue to do a splendid job.

Others in our industry could learn a great deal from LeBlanc and company. Please extend my special thanks to all of your staff for taking such good care of us and our clients!

*William De Nisi  
President  
Lakeside Alarm*

As Corporate Operations Manager for Edison Security, I can say that your support and service was an important factor in helping us grow our dealer program 400 percent. Your assistance in managing the phone lines and carriers as we made acquisitions and consolidated central stations led to smooth and expedient changeovers. The technical support you provided consistently assisted me in customer service and database management.

The service that you and your staff provided while I was with Edison was impressive. So much so that as I have now started my own company, I have selected GMS to provide the monitoring and assist me in providing service. I look forward to the benefits that GMS has to offer for Custom Technology and its customers as we grow. Thank you!

*Gordon Baker  
President  
Custom Technology  
Management Group, Inc.*



PROTECTIVE  
SIGNALING  
SERVICES  
CENTRAL  
STATION



National Burglar  
& Fire Alarm  
Association Inc.



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