



**"COMMITMENT
BEYOND EXPECTATION."**

ULTIMATE SECURITY SYSTEMS, INC: DEALER SINCE 1999

OUR DEALERS



Hearing from us isn't enough to make an informed decision about your next monitoring partner. We've always been passionate about sharing our story, and over the years our Dealers have shared that passion and asked for the opportunity to have their voices heard. The time has come to share their message.

We have included brief perspectives from 16 of our valued Dealer partners. Learn about the decisions they made that changed the way they do business and what they value most in their relationship and partnership with Rapid Response Monitoring.

We believe that although we are passionate about all that we do, it is our Dealers' passion about our service that truly tells the story.


Jeffrey Atkins
President

For The Complete Dealer Perspective, Visit:
www.rrms.com/testimonials



Experience the Difference

We invite you to visit our state of the art facilities and witness the synergy of the industry's most advanced technologies and most highly trained professionals.

Contact us today at 800.558.7767

OUR DEDICATION

Rapid Response Monitoring is committed to having the most qualified, extensively trained personnel and the most advanced technologies available with the purpose of providing our Dealers and their customers with best-in-class professional monitoring services.

Unmatched Service

In our quest to provide unmatched service over the years, we have defined our hiring process to allow us to offer the industry's best customer service. Only 3% of applicants are hired at Rapid Response. We require a minimum two-year college degree or equivalent military service, and we conduct a full pre-employment screening, including multiple psychological tests, drug testing and background checks. Our intensive six-week SIA-Certified training program is the most stringent in the industry.

Seamless Redundancy

At Rapid Response we've harnessed advanced technology to the fullest extent to provide our Dealers next generation monitoring services today. Rapid's dual redundant monitoring centers in Syracuse, NY and Corona, CA are approved by licensing and certification agents such as FM® and UL® for UUF, CRZH, CRZM, CVSG and system compliance with UL 1981. Each center's features mirror its counterpart's capabilities with multi-redundant systems at all levels, and each has the ability to support the full load of incoming signal activity in real-time.

Listen To The Voices Of Experience

Our Dealers affirm Rapid Response's commitment to having the most qualified, extensively trained personnel, the most advanced technologies available, and to meeting each and every one of their individual needs.

Learn more at www.rrms.com.



Rapid Response's Vision:

In 1992, when we founded Rapid Response, we had a vision for a new kind of professional monitoring services company, one of commitment shared by security professionals working together to benefit their customers beyond what they would expect in products and services, and to fast-forward the capabilities of an entire industry.



GENERATIONS OF SERVICE



Name [Left]: Bret Resnick, President
Name [Right]: Marshall Resnick, Owner
Company: Ultimate Security Systems, Inc.
Location: Livingston, New Jersey
Combined Years In Industry: 78

When we became a Rapid Response Dealer, they told us that they were committed to investing in technology, people, growth and above all making us happy. They have exceeded our expectations year after year. They are the most thorough monitoring center we have ever seen. The service they provide has allowed us to make several account acquisitions smoothly and increase the efficiency of our business. They have helped our company become one of the most trusted providers in our area.



Name: Colette Came, Owner
Company: Came Security Alarms
Location: Morro Bay, California
Years In Industry: 46

I've dealt with five different monitoring centers over my career and Rapid's Operators are the most pleasant and well-spoken. Those are the same Operators my customers are speaking to, and they just don't skip a beat. They handle most everything without ever bothering me. I don't know if it's magic, but they just handle things.



Name: Anthony Dohrmann, Chairman
Company: Electronic Caregiver, SameDay Security, Inc.
Location: Las Cruces, New Mexico
Years In Industry: 35

Our company and Rapid have had a tightly aligned focus for 20 years, and its number-one agenda is the customer, the customer, the customer. It's not only our confidence in their flawless execution or the high quality experience that makes us a proud Dealer. It's knowing that they don't just have redundancy and reliability; they have people in place that truly care.



Name: Dee Ann Harn, CEO
Company: RFI Enterprises, Inc.
Location: San Jose, California
Years In Industry: 11

We operated our own monitoring center for 35+ years, but our partnership with Rapid Response provided a huge extension to grow our business in a way we couldn't have on our own. We share the same value system: working hard, wanting to be innovative, finding excitement in new technologies and giving attention to every detail.



Name: John Holder, President
Company: Holder Security
Location: Broomfield, Colorado
Years In Industry: 25

We are an independent company located in Colorado, but Rapid's service makes us feel like they are right next door. No matter if you're starting a business, if you're an established business or if you're a company with a central station, Rapid is going to treat you as their most valued client, regardless of your size. That's pretty rare in business today.



Name: Mike Roberts, President
Company: Allied Alarm Services, Inc.
Location: Falconer, New York
Years In Industry: 32

When you visit you can see their amazing facilities, but it's the people behind them that make Rapid what it is. The quality of service that we receive has helped us become a much more professional company. Partnering with Rapid Response is the single best decision I have made for my company!



Name: Herman Tucker, Chairman & President
Company: Bermuda Security Group Limited
Location: Hamilton, Bermuda
Years In Industry: 16

Our company is Bermuda's most recognized and oldest security monitoring provider. It's important that we partner with those as reliable and dependable as we are known to be. We're 650 miles from our nearest neighbor, in the Atlantic ocean. Our communications are always at risk, so Rapid's dependability cannot be understated.



Name [Left]: Yat-Cheong Au, President
Name [Right]: Yat-Pui Au, Vice President
Company: AEC Alarms
Location: San Jose, California
Combined Years In Industry: 61

Our partnership has enhanced what we provide our customers and how we run our business. They give us the confidence to face business challenges with one less concern. When we decided to switch to Rapid Response, their team really made mountains move, and they still do. They are a partner you can truly count on.



Name [Left]: Fritz Englade Jr., Vice President
Name [Right]: Fritz Englade Sr., Owner
Company: River Parish Security Systems, Inc.
Location: Gonzales, Louisiana
Combined Years In Industry: 78

In this business, you have to give your all to your customers and your employees if you want to be a great company. It's a 24/7 job. One thing we've learned working with Rapid is that monitoring is something we don't have to worry about when we go to bed at night. They give us that peace of mind.



Name [Left]: Jason Harpster, General Manager
Name [Right]: Dick Harpster, Owner
Company: Central Security Systems, Inc.
Location: Southern Pines, North Carolina
Combined Years In Industry: 47

We've compared Rapid Response's apps with those from other monitoring providers, and Rapid's apps are by far the best. The design is clean and easy to navigate, and the user experience is unparalleled. Using them every day has made our staff more efficient and our business more successful.



Name [Left]: Marc Spiess, Vice President
Name [Right]: Dave Spiess, Owner
Company: Select Security Systems, Inc.
Location: Peoria, Arizona
Combined Years In Industry: 68

Rapid deals with our customers as much as we do. They are our front line and they do a fantastic job representing our company. They often resolve any customer concerns without us needing to get involved. That's phenomenal service others just don't provide.



Name: Keith Fisher, Owner
Company: Keyth Security
Location: Highland Park, Illinois
Years In Industry: 44

The Rapid team is always polished and always willing to dedicate their time to support us. Their level of professionalism has led our teams to respect our monitoring center more, and our clients couldn't be happier with the service! They are human support in a technical world.



Name: Eddie Harden, Owner
Company: Prestige Alarm & Specialty Products
Location: Trussville, Alabama
Years In Industry: 24

Before transferring my accounts, I was with "just a monitoring company." They did ok, but they didn't provide any assistance growing my business. Rapid really knows how to support the local independent security dealer. Plus, they are friends to us, not just another company that we do business with. That's important to us.



Name: James Lee, President
Company: Alarmguard Security, Inc.
Location: Greensboro, North Carolina
Years In Industry: 38

Rapid Response's biggest selling points are their technology and their response to problems. Through the years, they have never been afraid to admit mistakes, and they never hide behind them. They provide us with a monitoring solution and a partnership that we couldn't get elsewhere.



Name: Richie Pettibon, President
Company: Pettibon Alarm Company
Location: Crofton, Maryland
Years In Industry: 27

My business performs at a high level, so it is important for us to partner with a high level provider. They always deliver. If you want to be number one, you have to have the highest level of redundancy and customer service; Rapid Response is the place to be.



Name: Rex Verley, CEO
Company: NextGen Monitoring
Location: Las Vegas, Nevada
Years In Industry: 28

People in the industry I trusted told me Rapid was the best. As an engineered fire systems integrator, it's their attention to detail that makes the difference to us. It's almost indescribable how hyperfocused they are on delivering quality service. I've never seen anything like what they do for their Dealers. Nobody takes it to the Nth degree like they do.

HEED THE VOICES OF THE RAPID EXPERIENCE: PEOPLE • TRAINING • TECHNOLOGY

For The Full Experience: www.rrms.com/testimonials

800.558.7767 www.rrms.com

THE VOICES OF EXPERIENCE



VIEW FULL EXPERIENCE: www.rrms.com/testimonials



800.558.7767 • www.rrms.com

Alabama: 440, Arkansas: CMPY.0001302, Arizona: 20832, California: ACO 5498, California: ACB 5700, Connecticut: 0106120, Delaware: 02-168, Delaware Fire: CSRSL-0003, Florida: EF20000978, Florida: EF0000213, Illinois: 127-001246, Maryland: 107-904, Michigan: 3601205230, New York: 12000266592, Nevada: NV20131073243, Oklahoma: 648, Oregon: 0183, Rhode Island: 5875, Tennessee: 834, Texas: B09590, Texas Fire: ACR-2020, Utah: 4800448-6501, Virginia: 11-2850, Washington: 602 323 440