



FOR IMMEDIATE RELEASE

FOR ADDITIONAL INFORMATION PLEASE CONTACT...

David Merrick
Vice President of Marketing
Vector Security, Inc.
800-222-6565 Ext: 3144
dmmerrick@vectorsecurity.com

Anita Long
Marketing Specialist
Vector Security, Inc.
724-779-8810 Ext: 1255
allong@vectorsecurity.com

Vector Security Marks 10th Anniversary of InSite by Releasing Major Revisions!

InSite's 6th upgrade release features online instructional tutorials, upgraded features and increases ease of use.

MANASSAS, VA (January 26, 2011): In 2000, Vector Security released its first version of InSite, the company's web-based building alarm information management program. Now, eleven years later, Vector is releasing its 6th revision. InSite 4.2 provides a number of enhancements and improvements. Here are the highlights:

Online Tutorials: Now users can learn InSite from the start, brush up on the technology, or even train co-workers more easily and conveniently, using a variety of InSite tutorials that are available online. These quick and easy tutorials can be taken any time they choose, 24/7.

Upgraded Server Configuration: We put a virtual environment in place for our web server and added a redundant data server. This will improve speed and efficiency, while reducing down time.

New Service Request Page: Entirely upgraded to allow greater speed and performance.

Service Requests for Additional Technologies: Now users can request service for a number of additional installed technologies such as video surveillance, access control and electronic article surveillance (EAS).

Support Auto-Responder: When a request is sent to InSite, the system will automatically send back a message indicating that the request has been successfully received. It will also reiterate our hours of operation so users can better plan our service response or call-back action.

Password Reset Email Message: This existing service has been modified to be more instructive and easier to use. It provides the InSite user with an email message any time the user's profile is modified or when a request to reset his/her password is submitted.

Updated Contact Us Page: This page has been upgraded to include both Central Station and National Service Center (NSC) numbers AND email contacts

Call List – Code Change Completion Time Parameters: These have also been updated to clearly indicate the expected completion time of call list and/or code change requests submitted through InSite.

Vector Security gained credibility as a premier alarm monitoring provider based on the company's ability to better manage the fundamentals of building alarm management. The building alarm system is still a retailer's "first line of defense" in an overall LP program, and it serves a distinct purpose in preventing the potential for high losses. But the day-to-day management of alarm systems, deployed and in use on a nationwide basis, can become an arduous task. The unfortunate result is that problems with alarm systems rarely hit the radar screen unless or until there is a high loss due to complete circumvention or failure. When they occur, these incidents can be due largely to improper system operation, management or maintenance; conditions that could have easily been remedied if someone were watching.

Since Vector first introduced InSite back in 2000, it's been known within the retail loss prevention community as a service which has been "designed by loss prevention professionals to service the loss prevention community." And like the retail LP community, InSite's capacities have grown throughout that time in tandem with the needs of the retail LP community and will continue to do so.

The History of Vector Security's InSite Alarm Management Program

Vector developed and unveiled its first version of InSite in 2000; an online reporting tool which allowed our customers to monitor and manage virtually all aspects of their building alarm systems including routine signal monitoring, opening and closing information, and the status of service calls and system installations by EXCEPTION. In this way, LP staffs could focus their attention on the problem areas without needing to sort through pages and pages of information looking for the important details.

In 2004, InSite Version 2 followed, allowing users to view even more information; and the format was redesigned in a series of modules which users could select and access. Version 2 went far deeper into the deliverable information base, allowing users to choose the type of information they wanted to receive; choose a specific store location or range of locations; and finally, choose the informational fields users wanted. InSite delivered real-time information on the event and allowed LP managers to make alarm management decisions and address security problems on a highly proactive basis. LP managers could view problems and even see the corrective actions made by our staff members without needing to pick up the phone for updates.

InSite Version 3, released in 2006, added a fifth module, DATA MANAGEMENT, to the mix and allowed users to request specific location information and make contact list updates directly through InSite, thereby eliminating the need for a supplementary email or fax. Users could submit system code change requests, and receive notification when the change had been made. It also updated the accuracy of the INSTALLATION information available from InSite by allowing it to pull data from a single source, instead of multiple sources. InSite's SEARCH CAPACITY was also improved to include collecting information attributable to a single site, a region, and now a city, state or zip code; and we expanded the system's available MANAGEMENT REPORTS to include three additional scopes.

While expanding the level of information available through InSite, Vector also focused on InSite's ability to credential users to specific stores, regions or even larger geographic locations depending upon the individual user's position. LP managers could also screen and specify what information is available to each specific user, thereby increasing InSite's ability to present specific information in a more position-select manner.

InSite Version 3.1, which was released in 2007, enhanced that ability by allowing users to change alarm arm/disarm codes or assign codes to new users directly from InSite. When viewing or changing the location contact list, users could simply and conveniently make changes to the location's arm/disarm code information, to include changing codes or adding new ones for new users. Additionally, they could choose exactly how they would like to be notified when field downloads of this new information had been completed; either by email, telephone call, or even by fax if they wished.

In March of 2009, InSite was again upgraded to version 4.0. This series of upgrades improved the navigational ease of InSite. It added sortable report columns, allowed users to manipulate larger amounts of data, and allowed print-friendly capabilities. 4.0 also created email notifications based upon administrative and security protocols, new user set-up instructions to reduce administrative involvement and detailed user histories for administrators. 4.0 also added a "forgot password" feature, required an email address and a STRONG password for operation, and provided improved encryption. 4.0 also introduced InSite's first resource center, allowing users to obtain a myriad of information pertaining to InSite, its operation and Vector Security in general. Lastly, 4.0 introduced seven NEW reports for user convenience.

Later that same year, Vector Security then released InSite 4.1, again building on what their customers were asking for. InSite 4.1 offered a number of improvements, such as a site map added for easier navigation of the site, and confirmation notification for any call list/code changes, schedule changes and service requests. It also offered a re-engineered service history report, providing more distinct statuses, and an updated user interface. Administrative users were given more detailed User Search features and further enhancements were made to reports available on the site, including Current Call List Report, Dispatches Report, Dispatch Instructions, Exceptions Report and more.

About Vector Security: Vector Security is a leading provider of residential and commercial electronic security services. It operates branch offices throughout the East Coast and southern California; and three specialized business groups: National Accounts, Authorized Dealer Services, and Vector Security Patrol, which provides guard and patrol services. Vector Security is owned by The Philadelphia Contributionship, a private insurance company founded by Benjamin Franklin in 1752. Three of its founding directors – Benjamin Franklin, John Morton and Robert Morris – were also signers of the Declaration of Independence. Vector has captured many prestigious industry recognitions, to include the following:

- Received the Association of Public-Safety Communications Officials – International's (APCO) highest honor, The President's Award, in 2009 for its outstanding contributions to the improvement of alarm dispatching communications methods in 911 centers
- Chosen as Frost & Sullivan's 2008 North American Commercial Alarm Monitoring Company of the Year
- Became the industry's *first* U.S.- based central station facility to earn Underwriter Laboratories of Canada (ULC) certification in 2008
- Captured the first Police Dispatch Quality (PDQ) Award in 2006
- Honored as the False Alarm Reduction Association (FARA) Associate of the Year in 2006
- Rose to a position as the *SDM Magazine*/Central Station Alarm Association (CSAA) Central Station of the Year in 2006
- Named *SDM Magazine* Dealer of the Year in 2003