

# CASE STUDY

## CENTRAL STATION

### *The Heart of the Company*

At ADS Security, our award-winning Central Station is the heartbeat that supports everything we do and every service we provide. With our certified, experienced and dedicated team of professionals operating 24 hours a day, 365 days a year; ADS has one of the highest ranking UL-listed Central Stations in the industry. Our Central Station achieved and maintains the prestigious 5-Diamond Certification recognized by CSAA. Our state-of-the-art facility has multiple backup systems that possess the latest in monitoring technology.

We work around the clock to make our Central Station the pride of the industry. We care about what we do, the people we help and the many lives we protect each and every day.

*“It’s important for us to do the best job possible. That’s why our Central Station team is made up of employees who have worked at ADS for many years. Each Operator has earned the Five Diamond Central Station Training Certificate. We truly care about doing the best job possible in helping people when they really need us most. It makes us feel good to know we are making a difference.”*

Lela Mullins  
Senior Vice President,  
Monitoring Operations



[www.adsalarms.com](http://www.adsalarms.com)

### *“Game, Set... Match?”*

At the Savannah Tennis store on Eisenhower Street, burglars were responsible for a smash and grab which resulted in a \$2,500 loss.

Central Station Operator, John Hafner, received the signal and volleyed it to the authorities.

Unfortunately, the bad guys had their footwork together and were ready to go in for the kill. This is the second break-in within the month for this retail store.

Manager Mike Constanzo advised that the ADS Savannah branch will be adding additional protection to the system.

Central Station will be noting this account so the next time we can backhand these guys.



Keypad (First Alert 260KP)



LIFE SAFETY



## Case Study Summary

<b>Branch</b> Central Station Operations	<b>Client</b> ADS Savannah, Commercial
<b>Representative</b> Anna Tate	<b>Industry</b> Not Applicable
<b>Phone</b> 800.866.6486	<b>Division</b> Not Applicable
<b>Email</b> atate@adsalarms.com	<b>Product</b> Not Applicable

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### Company Profile

Headquartered in Nashville, **ADS Security, L.P.** is ranked the 21st largest electronic security alarm firm in the nation according to the 16th annual Top 100 rankings compiled by "Security Distributing & Marketing" (SDM), a leading industry publication. ADS Security is the only Tennessee-based company to hold a position among SDM's prestigious top 25 slots. Last year, ADS Security was ranked 23rd among over 14,000 companies in the United States. ADS Security is ranked 22nd in the nation for its recurring monthly revenues, one of the most important industry indicators of a company's strength. In addition, ADS holds the 12th place slot for number of non-residential customers and ranks 17th in the nation for number of residential customers.

ADS Security was established in Nashville in 1989. Throughout the southeastern United States, the company serves nearly 60,000 businesses, industrial facilities and residences. ADS Security provides a full range of burglar and fire alarms, closed circuit TV (CCTV) systems, access control systems, process and environmental monitoring systems, audio and video intercoms, and music systems.

ADS Security operates the only UL-listed Central Station monitoring operation in Middle Tennessee. Each Central Station Operator at ADS has earned the Five Diamond Central Station Certificate recognized by CSAA, the highest training certification available in the industry.

### Vision

Empowered People with Integrity, Unified to Provide Quality Service.

### Mission

The mission of ADS Security is to provide the highest quality "Life Safety" electronic security services to commercial, government and residential customers in the southeastern United States with an appropriate mix of sales potential at relatively low level of price competition in metropolitan areas of 1,500,000 populations or less.

The targeted commercial, industrial and government markets are small to large size establishments with stable growth that place value on excellent service.

The targeted residential market is medium to high-priced homes that place value on excellent service where the systems are in the \$800 to \$10,000 range.

The Company will achieve its goals through a balanced approach employing internal growth and the acquisition of other companies in our business.

### ADS Core Values

We value People and their diversity  
We act with Integrity in everything we do  
We are customer Service focused  
We are Quality driven

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