



RISCO Group's E-News December edition

Creating Security Solutions.
With Care.

A word from our Sales Director,

You may know by now our company slogan is 'creating security solutions... with care', and we don't just mean by providing the right products, we also take pride in understanding your pain to ensure we provide the correct solutions.

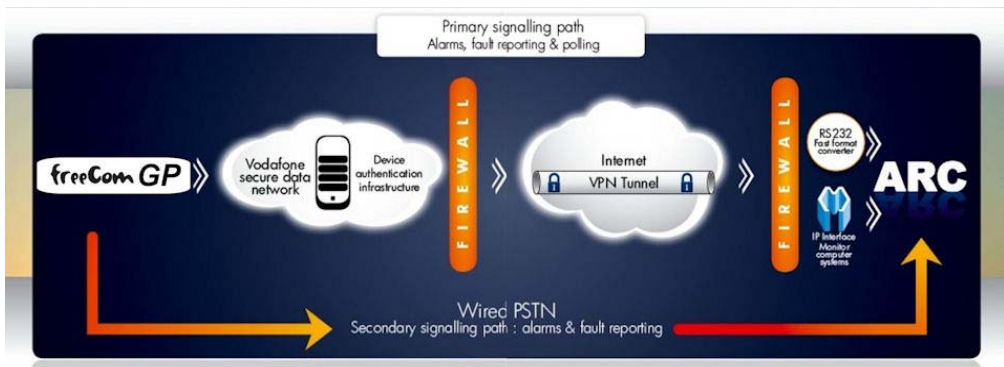
We are aware that one of the main areas of pain is engineer cost and by this I mean reducing the amount of time they spend on site. We are now developing the RISCO University which involves creating useful tools for you, our customer, to use.

The first of which is the Agility online presentation so you can learn about this fantastic system and it's abilities online. [Click here](#) for the Agility online presentation link.



Freecom GP Dual Path Alarm Signalling Device (GPRS/PSTN)

RISCO are proud to announce the new Freecom GP, a cost effective single or dual path solution to give you the perfect answer to a potential problem.



The Freecom GP is a GPRS/PSTN solution utilising the Vodafone network. Operating on our own VPN, it will provide GPRS as your primary route and PSTN as your secondary, vice versa or GPRS only. It also meets the Grade 2 requirements of ATS 3 on the GPRS and ATS 2 on the PSTN.

We expect by its launch date, planned 1st January 2009, to have all ARC's onboard.

This takes us onto our second RISCO University tool creation which is the **ProSYS FreeCom GP online installation guide.**

This guide talks you through the features of the ProSYS GP and how and where to install it onto your panel, how to use the features and what to do once it is installed. We understand that taking out your engineers from a days work for a training session is often impractical and unprofitable, so the idea is to move away from the training environment and for you to use this guide. Please [click here](#) to experience this truly magnificent tool for you to use and I am sure you will find it is extremely helpful.



Warranties now on website

The warranty of RISCO's product range is now available on our website to download. However, this is within the restricted access 'installer support' area for which you will need your username and password. If you have not already registered for your password please [click here](#) to be directed to the login request form, you will need to scroll down to the form. To go straight to the warranty details [click here](#).

ProSYS FreeCom Prize Draw

In line with the ProSYS FreeCom launch in 2007, with our deliveries of the FreeCom panel in its box we also provided you with a ProSYS postcard containing a serial number to enter into our FreeCom Prize Draw, via the FreeCom mini website. Many of you did complete the form online and insert your serial numbers and we recently did the prize draw to win an Archos Portable Media Player.



Congratulations goes to Blueflash Security, Kings Security & Safeway Security, who are very pleased to have received their prize.

Haven Security Charity Bike ride

In our September E-News we told you Richard Tesch from Haven Security was cycling 460km in six days in India's SW region of Kerala in aid of the charity 'Cares4Kids'. Richard successfully completed his challenge and sent us a few pictures to commemorate this achievement.



Richard also sent us a diary of the whole trip which I found amazing and am left with great admiration for Richard and the crew for this fantastic feat. Congratulations Richard, you are truly commendable.

Ideal display at ideal home exhibition

Network Security in Southern Ireland recently exhibited at their local Ideal Home exhibition.



Network Security demonstrated RISCO's wireless system with wireless detection and received a great deal of interest.

Staff Corner

Mark Sanderson

Mark has worked for RISCO Group UK for nearly 9 years. He has seen its transitions from Gardiner Technology to GardTec to RISCO.



Prior to RISCO Mark worked in retail management within the food industry, then joined us working in the warehouse and serving on the trade counter. His role developed into more of a sales role within an independent Nottingham area, growing his knowledge and experience to justifiably now hold the role of Supervisor at our Nottingham Branch.

Working with Mark and the rest of the team at our Nottingham Branch are **Angela Barker** and **Shane Perkins**, who have recently joined us to take care of the sales ordering function, looking after the Lincolnshire and Birmingham areas respectively.

At our Middleton office we also welcome **Shaheen Miah** (Shaz), who is taking care of the Bristol area alongside Travis.

Christmas

Whilst this year has been a challenge for all industries, I'd like to thank all our customers for your support and continued business throughout 2008 and wish you a very Merry Christmas and a prosperous New Year.



Christmas opening hours

Wednesday 24th December	8.30-5.00pm
Thursday 25th December	Closed
Friday 26th December	Closed
Monday 29th December	Closed
Tuesday 30th December	Closed
Wednesday 31st December	Closed
Thursday 1st January	Closed
Friday 2nd January	Closed
Monday 5th January	Open as normal

Trade Counters

Tuesday 30th December	9.00-1.00pm
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Technical Support

Tuesday 30th December	9.00-1.00pm
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On Tel: 0161 655 5672

They will not be on the usual technical support number until 5th January 2009.

Send us an [email](#)