



## RISCO Group's E-News February Edition

Hello and welcome to our February E-News. This month is packed with very interesting news provided by customers which we hope you enjoy reading.

### Reference numbers from Technical Support (0161 655 5600)

When you ring our Technical Support helpline you will now be given a reference number. This is so that if for example the problem wasn't completely solved, and you need to ring back regarding the same issue, you give your reference number and you will be put through to the same person. Speaking to the same technical support engineer means he can retrieve your initial query and can go straight through the next step with you. You won't have to repeat the issue again to a different person within technical support, helping reduce your time and frustration on site.

Please inform your engineers of this procedure, and ensure they make a note of the reference number.

### B. Secure sponsor Ashton-on-Mersey RUFC

B. Secure Ltd in Sale, Cheshire has sponsored the young Rugby team in Ashton-on-Mersey. On each sleeve of the rugby shirt is their screen printed XS3D. How cool is that !! So, as well as being screen printed all over B. Secure's vans the XS3D also finds fame on the field.



Thanks Keith and John for letting us know and for your loyalty and continued support to RISCO Group.

### SSC Fire & Security become NSI Approved

On 16th December, when some were finding it difficult in the recession, Gary Knights - MD of SSC Fire & Security, was planning ahead. After joining SSC in May 2009, following 20 years at ADT and 26 years as a whole within the fire and security industry, he knew it was time to be prepared for more prosperous times ahead, and that becoming accredited was the way forward for SSC.



Becoming an approved installer means you can provide the 'full' service to your customers, from initial contact with your customer to system design, installation, maintenance and monitoring. Using a reliable EN standard graded equipment supplier is also important, hence Gary's relationship with RISCO Group!



SSC's website [www.sscfireandsecurity.co.uk](http://www.sscfireandsecurity.co.uk) is currently being updated to show their accreditation with the NSI and in January SSC employed another full time engineer into the team. All this will have a great impact on the service SSC can offer, ensuring they meet industry standards of a 4 hour response 24 hours a day.

Well done SSC Fire & Security and thank you for your support to RISCO Group.

### **Intruders fail - security wins at Doctors home**

Here are some pictures of a bell box that intruders tried and failed to bypass at a doctor's home near Wigan.

Pier Alarms, NSI Gold & ISO 9001:2008 accredited, installed their security system at the doctor's premises which included RISCO's Nova 2 bell box with front, side and rear anti tamperers connected.



Whilst the doctor was on holiday, an intruder arrived with ladders, which were later found in a neighbour's garden after they had been thrown over the fence. Once up the ladder the intruder tried to melt holes in the bell box cover with a blow torch to gain access to the wires, making three holes in the front cover and one in the blue strobe lens, burning part of the SAB unit in an attempt to stop the siren.

The intruder then broke a window to gain entry into the premises and got a big surprise when both the internal and external sounders went off! A neighbour ran round to the house but the intruder had already fled in a panic. The alarm had done its job!

Pier Alarms fitted another bell box straight away, the police had the window boarded up and the doctor was a relieved, but happy, customer.

### **A corker of a birthday cake - James Malone**

James Malone of Calder Valley Security turned 21 in January, happy birthday James. Having celebrated with a live rock band at his party, out came the cake.....an XS3D cake !! I hope it tasted as good as it looks.



### **RISCOBus website**

Have you managed to look at our RISCOBus website yet? The site gives the reasons for choosing RISCO Bus detectors and you can use the RISCOBus Calculator to work out how much time you would save and monetary value of these savings. There is also a 2 minute movie which explains all of this and shows diagrams of how easy it is. For the RISCOBus website [click here](#).

### **Packaging air cushions**

RISCO Group is continuously striving to reduce the environmental impact of its operation. You will have noticed that we use plastic 'air cushions' to protect our products in our deliveries to you. A few customers have questioned if it would be more environmentally sound to use cardboard or paper based packaging as 'void fill'.

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**CLICK HERE**  
for a 2-minute movie and  
see what RISCO BUS can do for you!

We have raised the question with our packaging supplier and have had a positive response which we would like to pass onto you. To read more about this please [click here](#).

### **RISCO Group brings Milestone open platform IP video capabilities into its SynopSYS solution.**

RISCO Group and Milestone have developed an integrated solution where the Milestone XProtect IP video open platform acts as a recording engine for the SynopSYS™ Integrated Security and Building Management System. SynopSYS™ provides site management and control from one simple interface, using site specific intuitive synoptic maps to allow command and control of intruder, video monitoring, fire detection, access control and other building automation systems.



RISCO Group will be demonstrating the Milestone video integration with SynopSYS™ at **The Education Show** on stand Q45. The Education Show is at the NEC Birmingham 4th -6th March, 9.30 - 5.00pm Thursday & Friday, 9.30 - 4.00pm Saturday 6th.



To read more about SynopSYS please [click here](#).

### **PSI Premier Awards 2010**

The PSI Premier Awards are given in recognition of product quality, customer service and product innovation. These awards are both **nominated** and **voted for** by security installers and presented each year to winners of best product, product innovation and best manufacturer or distributor.



The nominations for the 2010 awards are now open, giving you a chance to have your say about those who should receive these awards! If you would like to nominate a product and/or company you can use [this link](#) to to the PSI website. All nominations must be received by **1st March**.

*Thank you.*

Send us an [email](#)

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