

## RISCO Group's E-News July edition

A word from our Sales Director

Hello and welcome to July E-News, my opening news this month is not as fantastic as June but I would like to start by sharing with you some good news... We have once again, been nominated for the security installer 'security excellence awards', namely Manufacturer of the Year. Once you are nominated, unlike last year, it is then down to you, our customers, to decide who the winner is by voting online at [info4security](http://info4security). I hope we can once again rely on your support and make it 3 awards for Manufacturer of the Year in 12 months!

It would be wrong of me to write this month without mentioning the current economic climate that we read about so much, and I am sure is affecting everyone one way or another. There is of course very little we can do to generate new business if the business isn't there in the sector you would normally operate in, but may I suggest this is the perfect opportunity to investigate new market sectors!

If you have historically concentrated on the domestic market why not talk to us about our commercial offering? If you are not in this sector, any business you can win will be new business for you.

The same applies if you have always concentrated on the intruder sector, maybe now it's time to look into the access control market place. We are of course, once again perfectly placed at RISCO to help you do this with our new product range [MaxiMate and MaxiTalk](#) and remember, this is not a product we distribute; we own, manufacture and support the range exactly the same as with our intruder section.

We hope before the end of 2008 to be adding fire to our offering which I am sure you will agree, makes RISCO Group UK the perfect partner for your future plans!

Take a look at our GSM Wireless WatchOUT Kit [click here](#) (you will need your website login to download). This was put together at the request of our customers who saw an opportunity in the difficult times, this being addressing an obvious problem of increased crime when there is less available money, the less scrupulous will always be looking at taking what isn't theirs, areas such as new builds are targets for criminals, of which this is a perfect solution.

Finally, I have also heard recently a few examples from customers who are experiencing deviations to agreements they have had with their encumbant who may be, because of changing times and pressures from other areas, moving the goalposts with agreements. If this is happening to you then

maybe you should give RISCO a call, remember there are few suppliers who can give you a wide offering and a high level of support.

Regards  
Rob Evans

## Product Update

### ShockTec Grade 3 Detector

We have upgraded the ShockTec to make the ShockTec and Magnet Grade 3 compliant and meet the Technical Specification (TS) requirement for door contacts. This has been achieved by fitting an anti-sabotage reed to the ShockTec, so if another magnet was presented to the contact, a tamper condition would be generated.



### iWISE Improved Housing

We are pleased to inform you of an improved housing design for iWISE detectors. The main improvements are back tamper, improved cover locking screw, closing of the cover is much easier, improved cable guides and sturdier back cover. [Click here](#) for more information.



## Technical Update

### EW002G2 eurosec LCD Grade 2 control panel

We now have available one panel that combines both standards: On the power up sequence it now shows BS or EN, defaulted to BS, making installation easier, as well as manufacture and ordering.

## Security Excellence Awards 2008

The finalists of all categories have now been announced and the winners are decided by the panel of judges....except one award....**Security Manufacturer of the Year.**

The winner of the Security Manufacturer of the Year award is voted for by you, the customer. Voting for this award is open for only **4 weeks**. To view a list of the nominees and to vote for the company who has demonstrated an outstanding service to you, please click on the link which will direct you to the [Security Excellence Awards voting form](#).

## Staff Corner

### Welcome back Glynis

We are delighted to welcome back Glynis Richards, after some time on leave. Glynis works alongside the ladies in the Accounts department mainly responsible for the purchase ledger and more importantly, pays our wages.

### Peter Ralph - Customer Service Manager

Some of you may have spoken to Peter already in his role as Customer Service Manager. Peter also takes care of Health & Safety, Quality Assurance and Maintenance within RISCO Group. Prior to RISCO Peter has worked for companies such as Power Gems, Trolex and Reddish Electronics, where he has gained experience as Customer Service Manager, Test Engineer and a Production Engineer.



## **ALock.Com are partial to a bit of CPX**

ALocke.Com Ltd in Nottingham has recently screen printed their van and included the image of one of their most reliable and trustworthy assets, the CPX & LCD Keypad. Just goes to show they know quality when they see it.



## **Copy Invoice Hotline**

We have now introduced a copy invoice "hotline".

If you require a copy invoice, please let us know the invoice number together with whether you wish the copy to be emailed, faxed or posted, by either calling 0161 655 5649, emailing [copyinvoices@riscogroup.co.uk](mailto:copyinvoices@riscogroup.co.uk) or faxing 0161 655 5502. This will enable you to request copies out of office hours or without needing to hold to speak to an operator, knowing that the request will be dealt with at the first available opportunity.

We also have the facility to automatically email invoices (rather than post them). If you would like to opt for this please either let one of our credit control staff know or alternatively, email [copyinvoices@riscogroup.co.uk](mailto:copyinvoices@riscogroup.co.uk), stating the subject as "OPT IN" together with your account number as shown on the statements or invoices. Also the email address that you require the invoices going to if it is different to the one you are emailing from. Similarly if you wish to start paying us by BACs, please ask the credit controllers for our bank details etc, when you next speak to them. Alternatively email [accounts@riscogroup.co.uk](mailto:accounts@riscogroup.co.uk) with the subject stated as "BACS DETAILS" and we will send you the details by return.

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