

## RISCO Group's E-News June edition

Hello and welcome to June's edition of RISCO E-News. When thinking which subject to include this month I decided to give myself time to think more. Two days later things changed so dramatically.

As I drove towards London in the driving rain heading for the PSI Golf Day and Awards evening, I was hopeful of collecting Manufacturer of the Year again but in my mind, I was fairly sceptical that the chances of RISCO holding manufacturer of the year for both magazines was probably unlikely, I certainly couldn't remember it happening before.

We did have an excellent day despite some awful weather.

For those of you that don't know, in October 2007 RISCO Group was awarded the prestigious Security Installer Award for Best Manufacturer of the Year. For those of you who know about our success that evening, you will have predicted that I will mention the fantastic news of us winning again 'Manufacturer of the Year' for 2008.



However, for those of you who know me, you will know I was slightly more excited about the accolade I personally won. Yes my first ever golf award for 'nearest the pin' on my last hole, a 125 yard shot that landed 4 yards from the hole, not bad considering I'm no Tiger Woods.

I would like to thank my friend and customer Robert Cross of CCSS Birmingham for his personal tuition on the day. He played a big part in my success on the golf course, not a big enough part for me to share my Magnum of Champagne with him though.

### **RISCO Group by wins both Security Installer & PSI prestigious Awards**

Yes RISCO Group has again shown exclusivity by winning Best Security Manufacturer Award at the recent PSI Premier Awards.



This Award is given in recognition of product quality, customer service and product innovation and voted for by you, the installer, who understands and appreciates the level of service and commitment we provide. Our exceptional customer support, technological capabilities and comprehensive range of dependable products, to name but a few of our fundamental motives, have won the loyalty and appreciation of security professionals the world over.

I would like to say a massive thank you to all RISCO staff and partners who have played a big part in achieving the Manufacturer of the Year Award. But the real thanks goes to our customers for their time and effort in

making us the Winner, we really couldn't have won it without you, and please correct me if you do know of a time when one manufacturer has held both awards at the same time, this really is a great achievement.

## IFSEC 2008

RISCO Group's stand was one of the most popular at the show and our products were met with great enthusiasm from visitors. If you did not get a chance to visit us at IFSEC then don't worry, we are proud to introduce our products below....

Premiering at IFSEC in the Access Control segment, RISCO Group presented its new Access Control system - the **MaxiMate™**. MaxiMate is perfect for medium sized applications with up to 16 doors and 7800 users: the system can be installed using any cabling topology: bus (loop or star), IP or any combination of these, saving installation time and rewiring costs. It also allows a predefined set of event reports, global anti-passback / anti-timeback, Calendar per card for easy project setup, and secured access to information predefined by the individual user. To learn more about MaxiMate please [click here](#).



In the wireless security segment, RISCO Group launched its innovative 2-Way Flexible Wireless Solution - **Agility™**, with 2-Way Wireless Keypad and Remote Control. Agility features plug-in communication units, allowing flexibility to select all or any of the IP, GSM/GPRS, and Fast PSTN communication methods. Agility's large range of accessories include; Security, Safety and Home Automation devices that enable different applications for different needs. [Click here](#) for further details.



Also at the show we presented our industry leading solutions including the **SynopSYS** Integrated Security & Building Management sophisticated software solution that enables remote site management and control via intuitive, drag & drop-based, synoptic maps and the **ProSYS.FreeCom** Security System with Dual-path communication, addressable Indoor, Outdoor and Industrial Grade 3 Bus Detectors that enable remote parameter setting and advanced diagnostics, G-Tag proximity set/unset solution from outside the premises, Integrated Access Control, Voice Module and Wireless Expansion. For more about SynopSYS please [click here](#).

## Product Update

### G-Tag on ProSYS

RISCO Group has released ProSYS FreeCom's latest version that now supports RISCO Group's well known G-Tag proximity set/unset solution via the ProSYS Proximity LCD keypad. G-Tag is the ideal set/unset solution for commercial and residential installations and especially single room applications. The G-Tag solution consists of a remote keypad, external and internal readers and G-Tag proximity fobs. G-Tag offers complete flexibility and provides cost-effective proximity set/unset control of security systems from outside the premises, while meeting DD243 requirements. [Click here](#) to learn more about ProSYS FreeCom.



RISCO Group's range of ProSYS Bus detectors has expanded with the newly released WatchIN™ Industrial Grade 3, Industrial LuNAR high ceiling Grade 3 model, and Bus versions of RISCO Group's popular iWISE QUAD AM Grade 3 and iWISE DTAM Grade 3. RISCO Group's Bus detectors enable unique Remote Control & Diagnostics of detector parameters from the ProSYS Upload/Download Software or keypads, saving on-site maintenance. Bus detectors also simplify the installation and save on wiring costs, as only 4 wires enable full functionality and serial connection shortens wiring lengths. Please [click here](#).

### **FREE PTM on WisDom/ProSYS Training**

As part of our continued efforts to ensure installs of new products are trouble free, we will now issue a FREE Program Transfer Module (PTM) as part of the training package on WisDom and ProSYS training.

### **100m reel of Cable**

The RISCO cable, manufactured within the EEC to the BS4737 standard, available in 100m reels, has over the past 12 months seen rises of copper prices and PVC prices. As a result we have been informed by the manufacturer that the price of cable is to increase by 4%. We have had no alternative but to review the prices of the cable to our customers. New prices are obtainable from your local sales branch and will be shown on your future quotations.

### **N.Ireland open day**

Thank you to those who attended our Belfast Roadshow in April, where we exhibited our unique bus wiring on the ProSYS FreeCom system. Also at the Roadshow were EMCS East Midlands Central Station, CSL with their DualCom GPRS intruder alarm signalling device and EnerSYS battery manufacturer.



WebWayOne joined us for the first time to demonstrate their integration with RISCO, offering IP communication with GPRS back-up and fast upload/download via either path to the ProSYS.



Those who did attend and left their business card walked away with a FREE Grade 3 RISCO Trio Detector Pack worth £79.

### **Future open days**

Manchester 10th September  
Birmingham 12th September  
Bristol 24th September  
Nottingham 3rd October  
North London 9th October  
Glasgow 15th October  
South London 22nd October  
Leeds/Bradford 5th November

### **Grey Hair & Girths**

Not only do our UK salesmen need to take care of their customers, reaching the grand age of 40 has explained those wrinkles and furrows to match their grey hair and girths. Steve Hopkins reached this milestone in March, followed by Sam Griffiths in June, and catching up quickly is Rob Evans in September. Congratulations to you all but beware guys....it's not only the ladies that succumb to gravity !!



### **Also celebrating their years.....**

Two customers of ours are also celebrating in style. **Eagle Security Systems** celebrated their 25 years in business with an open day last week at their premises in Derbyshire, and in September they are holding a charity Clay Pigeon Shoot in Ashbourne in aid of the British Heart Foundation, RNLI and a local Cardio Rehab Unit.

**1001 Fire & Security Systems** in Cardiff celebrated their 21 years with a charity Golf Day, for The Redsock Appeal (prostate cancer research) and the Meningitis Trust.

Congratulations to you both and RISCO Group are pleased you asked us to be part of such worthy causes.

### **Technical Tip of the Day**

The new version of RISCO Remote Software now works with Windows Vista.

### **AGM CLIP function**

The CLIP function on the AGM is a feature where the customer (being one of the eight follow me numbers) can call the AGM for three rings and hang up without any cost. Then, the AGM will activate its relay output. When setting up the CLIP function for The Relay (Output 1 Follow Events) please ensure that no events are ticked as this will prevent the CLIP function from operating.

### **'Learning In' a wireless shock detector**

When pressing the tamper switches to learn the sensor into the panel, the tamper switches must be pressed 'carefully'. If the sensor detected vibration when the tamper switches are pressed, it will transmit a 'detection signal' and will not learn in.

### **Product Update**

#### **SIM cards on GSM units**

Installing ProSYS with ACM and AGM modules provides the most advanced and secure dual-path IP and GRPS communication solution. The ACM is an advanced TCP/IP communication module while the Advanced GSM/GPRS Module (AGM) provides primary or cellular communication for report to up to 3 ARC's. Reporting is performed via the GSM voice channel, or with encryption via the GPRS or SMS channels, in conjunction with RISCO Group's IP/GSM Receiver at the ARC. [Click here](#) for more details on AGM.

The AGM can be used with any SIM on Pre Pay basis and accepts SIM cards from any network. We recommend the use of O2, Orange, T-Mobile or Vodafone, although signal strength in your area will determine your choice.

Wireless Logic provide unregistered SIM cards on behalf of RISCO with a choice of networks and a simple range of cost effective tariffs, you simply register your chosen SIM and tariff/airtime agreement with Wireless Logic.

### **AGM requirement in Mexico**

A leading cellular provider in Mexico required a reliable and cost effective solution for protecting its remote antenna sites, mainly due to repeated burglary of copper cables and equipment in the facilities. The company also required remote control over the systems installed on-site from a central control room.



RISCO Group's ProSYS Integrated Security System was chosen as the solution that met all requirements, including both IP and GSM/GPRS communication modules enabling rapid and cost effective reporting and remote system control. Both the IP channel and the GSM/GPRS can serve as the primary communications channels for system reporting and control. Encrypted reporting is transmitted to RISCO Group's IP/GSM Receiver installed in the Central Control Room.

RISCO Group's Remote Site Security Solution was successfully implemented to the full satisfaction of the Cellular Provider. The Cellular Provider has not only managed to save communication costs by using its own IP and GSM/GPRS communication infrastructure but the equipment used also surpassed their stringent security requirements.

### **Staff corner**

#### **Alan Laine joins our Technical team**

Alan joins our expanding Technical department, providing support and advice to our customers. Before joining RISCO Group, Alan worked for 2 years as Project Manager for Kings Security, designing security requirements for ATM machines. Alan was the first client to install the ProSYS IP and GSM/GPRS communication modules on a secure banking network, which is how Alan was introduced to RISCO. Prior to Kings, Alan worked for Initial Electronic Security Systems (Chubb) as Project Manager for BT Operations for 3 years, following his 10 years of installing/servicing alarms when he owned his own company.



#### **Fiona Little**

Fiona has worked for RISCO for almost 7 years in our Accounts department, she looks after the North West, Scotland & Northern Ireland regions. Prior to joining RISCO Group Fiona worked for a multi-national toy company with offices in Hong Kong and New York, Fiona worked in the Oldham office which dealt with all the accounts worldwide.



#### **A Word by our Sales Director**

*On a more serious note, I would like to mention the sad death recently of a good friend and customer of mine, David Watts.*

*I first met David when I came into the industry in 1995. At the time he was working for Alarm Call Systems, an alarm company in Nottingham.*

*A few years later he moved to a company called Infotech and together they started Securitech, Nottingham. He had great success with this which I would put most down to one thing; that David was a genuinely nice bloke, who was overly helpful and nothing was too much trouble for him. It didn't matter what I needed doing at home, security or otherwise, David was always able to lend a hand, and there wasn't a control panel in existence that he didn't know how to programme.*

*This was where David also met his wife Cheryl and later, David and Cheryl bought out his partners and took Securitech on themselves. They moved the business out to Bingham and continued their success.*

*David was also a very loyal person and it didn't matter who approached him for business at whatever price he always stayed loyal to RISCO, myself and Tony Binch (our Nottingham branch manager). This says more about the type of person he was than anything else.*

*In January 2007 he went to work as normal and on to a site visit where he collapsed with, what was later diagnosed, as a brain haemorrhage. It is fair to say that since then he has had no kind of life, such was the effect of the haemorrhage.*

*Recently David died at the age of 42, leaving behind his son Tom and wife Cheryl.*

*Great friend, great engineer, great dad and husband, an all round fantastic bloke who will be missed immensely.*

*Rob Evans*

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