

2018: A year of surprises, changes, & looking forward

December wraps up a year of momentous occasions for our company.

2018 was a momentous year for Bold! We started the year with an introduction to BoldU, which now has over 1600 registered learners, and the unveiling of the new Bold data center in Los Angeles, California. Then mid-year, we surprised the security industry with the very exciting announcement that we were merging with Perennial Software to become Bold Perennial. We shared this news at the Bold Users Conference in Albuquerque over the summer, then

settled in to start merging resources and staff, and determining the best way to move the company forward with both product lines.

Fall brought the debut of ManitouNEO version 2.1 and AlarmBiller Pro, two highly anticipated product upgrades, plus a push for cybersecurity education during the month of October. Now here we are at the close of the year, fresh off the new announcement of the acquisition of SIMS,

and preparing to meet our customers in January at the 2019 SedonaOffice Users Conference in Florida. And if it seems like that was a fast recap of Bold's year, it pretty much felt like it went that fast for us, too!

We want to thank all our customers who have been so supportive this year as we've navigated this new path. Merging companies and taking on new product lines while keeping up with our existing

responsibilities is a challenge! We understand that there have been some bumpy roads and we are working hard to address your concerns. Please know that you continue to be our most important focus, and we appreciate you and your loyalty. We have more exciting things coming in 2019 that we can't wait to share with you, so join us as we look (as we will say for the 2019 Bold Users Conference) "Onward!"

SIMS joins the Bold Perennial family

Bold was excited to announce in early December that we have acquired Texas-based central station software company Security Information & Management Systems, Inc. (SIMS, Inc.) to bring into the Bold Perennial family of products.

SIMS has been a respected leader in the security industry for over 35 years. Bold President Rod Coles addressed the future of the SIMS product line in an interview with [Security Systems News](#): "Coles said that the deal benefits SIMS customers by

making their software investment more secure. *'Not only will (customers') current product be secure, but, if they're interested in looking at other products or expanding what they do, we've got additional products they can look at.'*"

In addition, the acquisition brings some fresh talent to the Bold Perennial family. As Coles mentions in the interview, *"Finding people that do what we do is really hard; people that understand*

software, automation software, and the alarm industry—there's just not that many around. So, we will definitely be using some of their skills."



Bold Perennial will be working over the next few months to bring SIMS information onto our website and get them further integrated as part of the Bold Perennial family!

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AlarmBiller Pro is now available!

The next level of sophistication for dealer billing software.

Since its inception in 2014, AlarmBiller has simplified the business and billing practices of countless security dealers. Companies are using the software to create recurring invoices, keep track of appointments, schedule their work orders, write proposals, accept payments, and much more in less time.

But now we are excited to unveil the next evolution of AlarmBiller, which will bring more features providing exceptional value to customers. AlarmBiller Pro has four enhancements designed to increase efficiency in your sales, proposals, and employee management processes:



Sales Automation

Streamline lead tracking and sales processes and manage prospects from first contact

through the time they sign on the dotted line. Monitor leads, create estimates, generate proposals, and collect electronic signatures. Contacts are automatically converted to customers when a sale is made.



eForms

Speed up cash flow and simplify signature collection for contracts and proposals. Create custom forms, collect signatures in the field, and get paid faster with a turnkey system to centralize and manage your signed documents.



Time & Attendance

An all-in-one solution for your employee management needs. Track hours logged by staff, easily send company payroll with an Excel export

function, approve time off requests, and check in on workers in the field using a geolocation feature.



Inventory

This feature allows your team to set up, track, and manage your company's tangible goods.

Monitor your warehouse(s) and contents, perform audits of in-stock goods, and conveniently create purchase orders to replenish your inventory stock.

If you'd like to get more information on how this cloud-based, paperless, alarm billing software can help your company, and find out how to start for free, you can contact us directly at info@alarmbiller.com or call 1-855-5-BILLER.



Check out the agenda, detailed class descriptions, and more for the 2019 SedonaOffice Users Conference in our brand new Course Catalog. [View and download it here!](#)

SOUC 2019 is nearly here!

Have you signed up for the SedonaOffice Users Conference? With all the big happenings going on at Bold Perennial, this is a great year to attend! Not to mention excellent classes and a fantastic keynote address from Jack Mackey entitled "What Customers Love." Jack brings surprising insights from loyalty research plus provocative examples and fresh ideas from the world's most forward-thinking service brands. He demonstrates how the best organizations differentiate the customer experience. And best of all, Jack is funny! He's going to entertain you while you learn about his proven approach.



If you've been on the fence about this year's conference, we have a full course catalog available to help you decide if this year's content will benefit you! It contains a detailed agenda, class descriptions, more information on our guest speakers, and more! You can download a copy from the SOUC website [here](#).

If you haven't made a hotel reservation, our reservation block ends on Friday, the 28th. The JW Marriott Marco Island is basically sold out outside of our block, so it will be hard to find a room after next week! You can book the SOUC room block [here](#).

It's not too late to register to join us. There are exciting things happening at Bold Perennial and this is the place to hear about them! Learn all about the conference and register to attend [here!](#)

[Register Now](#)

Early Registration is open for the last Bold Users Conference!

It's time to look "Onward!"

It's not too early to start thinking about your summer plans. Specifically, your plans to visit the Queen Mary in Long Beach, California, as we come together for the last Bold Users Conference!

As part of Bold's merge with Perennial Software, and the acquisition of SIMS, we are going to be evolving the Bold Users Conference into a new event more inclusive of our expanding product line. The 2019 event will be the last BUC of its kind, so you don't want to miss this historical event!

Speaking of historical, we chose a place with some serious historical cred: the Queen Mary is retired British ocean liner that was not only a luxury transatlantic passenger ship, but also spent time in service as a Allied troopship during World War II, carrying over 15,000 soldiers and quite often, Prime Minister Winston Churchill, across the Atlantic. This year's event will be set among stunning rooms of Art Deco design, enhanced with over 50 types of wood set throughout the ship in carvings, floors, murals, marquetry, and more.

Of course, we will have all the things you've come to expect from the Bold Users Conference - informative classes, ample networking opportunities, some industry and company insights, and of course, a little bit of fun!

Early registration is available now through May 7th. Register now, because you will want to be there to find out the answer to the most pressing question of all: *Which team will be the last one engraved on Mr. Trophy?*

[Learn more or register](#) | [Book your hotel stateroom](#)



Coming to BoldU in Q1: SedonaOffice and AlarmBiller resources!

The BoldU Learning Portal is a great tool for companies to train their staff and brush up on skills! We have been working hard to prepare it for SedonaOffice and AlarmBiller users, and are pleased to announce that the existing resources from the SedonaOffice and AlarmBiller sites will be available beginning in Q1 2019.

BoldU requires a subscription to use, but our Level 1 subscription is free with unlimited users! The Level 1 Resource Center contains quick reference guides, how-to manuals, short video tutorials, and more. This is where all the SedonaOffice and AlarmBiller content will now reside with easy access for all of your staff. In 2019, we will also be cultivating content for Levels 2 and 3, for self-paced learning and professional development.

To get registered for BoldU, each organization needs a Learning Manager who will register the rest of their staff. To sign up, visit the [BoldU website](#), and fill out the request form - it will ask you to choose your subscription level (for now, just Level 1), and assign your learning manager. Once their BoldU subscription is confirmed, they can register everyone else on their staff to access the portal!



The Bold Perennial Roadshow

SedonaOffice Users Conference
January 27-30
Marco Island, FL
www.boldgroup.com/souc2019

ESX
June 2-6
Indianapolis, IN
Booth 424
www.esxweb.com

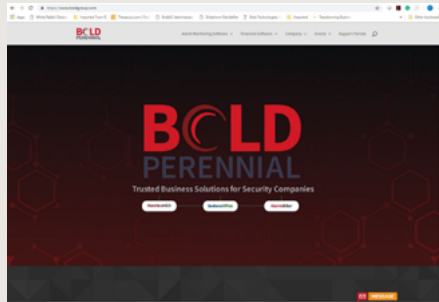
ISC West
April 9-12
Las Vegas, NV
Booths 14109 & 21131
www.iscwest.com

Bold Users Conference
July 30 - August 1
Long Beach, CA
<http://bit.ly/2DNWa8U>

The Great Migration

Merging resources is no small feat! Here's where to find the info you need.

Four websites, multiple social media sites, and countless pieces of documentation! We had a lot to sort through when Bold Technologies and Perennial Software merged over the summer. Part of the process has been designing a new website to accommodate the expanding product lines and make things easier to navigate. That website is www.boldgroup.com, and it is still currently under construction.



Of the three Perennial Software websites: perennialsoftware.com, sedonaoffice.com, and alarmbiller.com, we are categorically moving content over to this site before we redirect the URL's and shut down the existing sites. We have redirected perennialsoftware.com, but will not redirect the other two sites until the full spectrum of content is completely duplicated onto the new site. Our target date to complete this and redirect the URL's is the end of Q1 2019.

In the meantime, our social media pages are great places to catch all our news! We've merged some of the extra pages to keep it simple, but follow us here for company and industry news and updates!



<https://www.facebook.com/BoldPerennial>
<https://www.facebook.com/AlarmBiller>
<https://www.facebook.com/SedonaOffice>



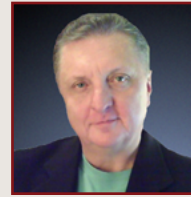
<https://www.linkedin.com/company/bold-technologies/>



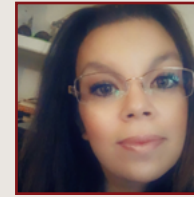
<https://twitter.com/BoldTech>

New Faces

Welcome to new members of the Bold Perennial team!



Bob
VP of Sales & Marketing



Natalie
Implementation



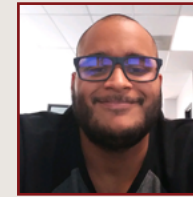
Robert
Implementation



Tyson
Support



Matt
Marketing



Eli
Support



Jason
Implementation



As 2018 draws to a close, we thank you for your patronage and wish you and your family a lovely holiday season. Our offices will be closed on 12/24 & 25, and 12/31 & 1/1/19, but as always, emergency support will be available! **Happy Holidays from Bold Perennial!**