

The BUC Stops Here.

The Final Bold Users Conference Docks in Long Beach this Summer!

The Bold Users Conference is a special event no matter what year it is, but in 2019, it's a little more significant than usual. This year, we are coming together for the very last Bold Users Conference of its kind!

As you know, Bold has evolved into more than just a small alarm monitoring software company. In the past nine months, we have merged with Perennial Software, SIMS Inc., and Secure Global Solutions, growing our staff, adding offices, and more important, greatly expanding our product line! Because of this, we will be evolving the Bold Users Conference as well, expanding it into a more inclusive event in the near future.

But for now, we have plans for a great "Bon Voyage" send-off aboard the magnificent Queen Mary, a retired ocean liner, now permanently docked in Long Beach, California. It's still the Bold Users Conference you know and love, with some exciting innovations!

New this year, we're encouraging you to "Bring Your Own Device!" Rather than an Interactive Track as we've done in the past, we are sprinkling individual Interactive classes throughout ALL of the tracks, so you can get hands-on experience on your Windows device in many different tracks!



Also new... a Manitou 101 track for beginners who are new to our flagship software. Here's where you can sharpen your

skills the fastest! We also have new tracks for our SIMS and stages™ customers or those looking to learn more about these new alarm monitoring product lines! You can see the entire class schedule now on our BUC website.

Learn more about our plans (of course there we still have fun planned, and yes, Mr. Trophy is still up for grabs this year!) and register to join us while early registration prices are available through May 1. Visit the [BUC website](#) for details!

Triple your experience at ISC West with Bold Group

Are you heading to ISC West this year? We've got so much planned. one booth wasn't enough! Visit our three locations for a different experience at every stop!

Booth 14109 - Bold Group

Our largest display, with five demo stations showing Manitou®, stages™, SedonaOffice®, and SIMS. Stop by anytime or [set a meeting](#) so we are ready and waiting when it's convenient for you! And with your demo you are registered to win some very cool prizes, like a Ring doorbell, GoPro camera, and more!

Need more? We also have some special demos of Sales Automation on Wednesday at noon or Thursday at 2pm, and Vivid CPM on Thursday at 11am. Plus, free goodies like clip-on chapstick for your conference lanyard, mint books, and carabiner fidget spinners!

Booth 21131 - AlarmBiller by Bold Group

Here's where you'll find the #1 Billing Solution for Security Dealers and can see it in action on the big screen! And of course, you can win great prizes and pick up our fun goodies here, too!

Casanova 601 - stages™ by Bold Group

Ready to take a break and rest your feet? Head downstairs to Level 1 and stop by our hospitality room! The stages™ team has prepared some special industry- and product-focused classes on Wednesday and Thursday. You can find the entire lineup [here](#).

And it wouldn't be ISC West without [show specials!](#) You can see our entire game plan [here!](#) We'll see you next week!

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Bold acquires SGS and stages™

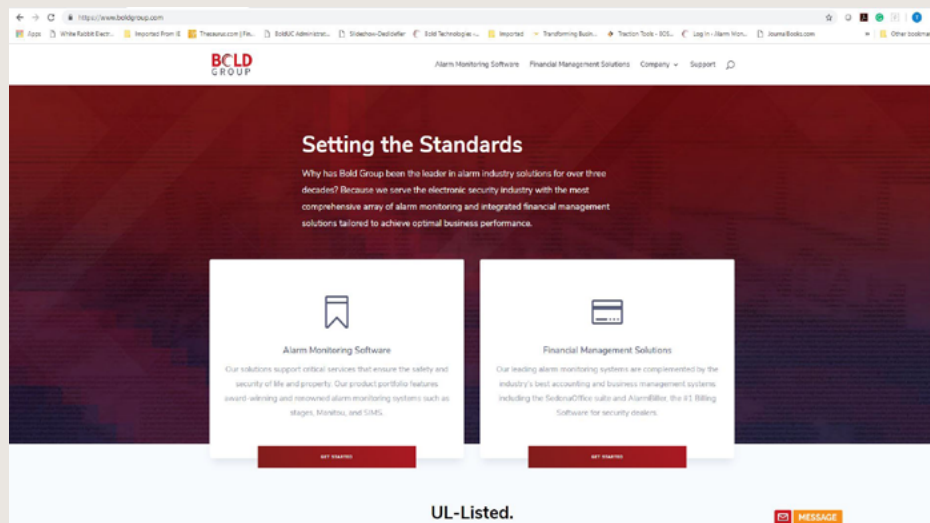
First quarter brought some exciting growth for Bold Group, as we announced the acquisition of Secure Global Solutions through our parent company, EverCommerce. We are so pleased to have this industry powerhouse join the Bold Group family, and excited to bring their enterprise-level alarm monitoring software, stages™, into our portfolio of offerings.

SGS was founded in 2006 and their software serves some of the largest central stations in the United States. Thom Meyer, who now serves on the Bold Group Executive Team as the Vice President of stages, says: *“We are excited to be part of the growing security portfolio within the Bold Group. SGS was founded on the principle of providing a superior, next generation automation platform to the alarm and security industry, backed by outstanding service and customer care. We will continue with this philosophy and continue to deliver innovative solutions and provide exceptional care to all our customers. Looking forward, this merger provides us with greater resources and industry exposure, and allows us to deliver our boutique service and our innovative solutions to a broader audience. The future of stages has never been brighter.”*

Along with offering stages demos and a special lineup of educational sessions at ISC West ([see page one](#)), Bold Group is also planning a devoted track of sessions at this year’s [Bold Users Conference](#) for stages customers.

Bold launches a new website

Bold Group recently unveiled our new website, with improvements to help you find the information you need! If you haven’t been by recently, check it out!



Dan Reynolds joins team Bold

Bold Group was very pleased to announce the appointment of Dan Reynolds on February 25th as Vice President of Operations! Dan is now overseeing the Customer Care and Implementation teams for both the Alarm Monitoring and Financial Management product lines and has jumped in with both feet to strategize the best ways to help our customers in these critical departments.

Most recently, Dan was the Executive VP of Customer Operations for Interface Security Systems in St. Louis, MO. His 17-year career included management of Interface’s two UL-Listed, CSAA 5-Diamond Certified, Secure Operation Centers in St. Louis, MO and Plano, TX. He also oversaw the Alarm and Broadband Help Desks, Customer Care Center and Training. Prior to joining Interface, Dan was a Regional Vice President with Protection 1, managing their Wichita Customer Operations Center.



“I am beyond excited to join the Bold Group team,” Reynolds says. “I’ve worked very closely with them for many years, which has given me a unique insight into Bold Group’s needs and the needs of our Customers. I see this opportunity as such a great fit!”

Dan is joining the Bold Group team at ISC West, meeting with members of the Bold Steering Committee and visiting with customers and guests throughout the Expo. He is also looking forward to meeting everyone this summer at the Bold Users Conference!

Now available: Manitou version 2.1

New update contains updates and features from customer requests

Bold Group is very pleased to announce the availability of Manitou v. 2.1! Some of the newly created features are long-time requests from several of our monitoring center partners, and are designed to improve communication and efficiency:

- **Manitou YOUR Way** – The 2.1 web client offers users the ability to customize the display of alarm events to operators/agents handling the incidents. This includes the ability to have certain alarm events display in one manner while having other events display differently. For example, if an operator receives a Medical Alarm, our partners can globally change the screen layout for those events displaying the Comments related to special medical needs listed in a “card” which appears next to the customer’s name and address information, with the Action Pattern card positioned below. Additionally, users can designate different alarm tones based on the priority of the event. This is a powerful new feature that provides greater efficiency to organizations responding to the alarm events.

- **Quick-fill Comments** – Wouldn’t it be great to take some of the keystroke burden from your operators? Now you can! Organizations can create commonly used comments/phrases and select one or more of those pre-established comments when logging comments, closing an alarm, or committing an edit to an account. Use a simple number or acronym rather than typing the same information over and over again. This feature not only helps your operators enter information faster, but also creates consistency.

- **“Superpowered” Scripts, Notifications, and Automated Subscriptions** – Manitou 2.1 provides an extremely powerful and configurable tool to record consistent information using Enhanced Scripts. These scripts work with our Enhanced Notifications to send specific information required by your dealers, chain accounts, business, and subscribers. For example, if a business owner wants to receive an email when an alarm is completed and assigned a specific Resolution Code, you can subscribe that contact to receive it... Information “On Demand.”



- **Linked Open/Close Schedules and Reminders** – One of the most requested features over the years has been the ability to link Open/Close schedules for accounts that are associated with a chain of accounts (e.g., store franchise) or that belong to a dealer/sub-dealer. It’s here! Manitou 2.1 provides you with the ability to link schedules on a hierarchical level WITH the option of Ignore/Default/Override. This logic works from the top down in the hierarchical structure, so a dealer would override a sub-dealer or customer schedule (if “Override” is selected). If dealers/sub-dealers select “Default”, the logic is applied from the Customer upward. This logic is applied at either one or more of the Permanent, Alternate, and/or Holiday schedules. Additionally, users also can create reminders that are linked to a schedule created at a dealer/sub-dealer level, providing a single location to adjust events, including video tours, check-ins, or any reminder that an organization configures.

These new features are available TODAY with an upgrade to Manitou 2.1. These features have been tested both internally and by a few beta testers and “early adopters.”

The Bold Group Roadshow

ISC West
April 9-12
Las Vegas, NV
Booths 14109 & 21131
Casanova 601
www.iscwest.com

ESX
June 2-6
Indianapolis, IN
Booths 424 & 637
www.esxweb.com

NCESA Annual Convention
May 1-3
Greensboro, NC
AlarmBiller is a sponsor
<https://nc-esa.org/page-18079>

Bold Users Conference
July 30 - August 1
The Queen Mary
Long Beach, CA
<http://bit.ly/BUC2019>

A new demo video for AlarmBiller

Bold Group is excited to bring you a new video demonstration of our popular billing software, AlarmBiller. See why it has quickly become the #1 Billing Solution for Security Dealers, and how it can help your dealers succeed!



Changing our social status

Some of our social media URL's have changed... please follow us for news and updates!



<https://www.facebook.com/Boldtechnologies>

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

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

<https://www.facebook.com/SIMSWARE/>



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



<https://twitter.com/BoldTech>

Closing Thoughts...

Here is a list of points to ponder (or drive you crazy!)

- Maybe oxygen is slowly killing you and it just takes 75-100 years to fully work.
- Every time you clean something, you just make something else dirty.
- The word “swims” upside-down is still “swims.”
- Trying to Intentionally lose a game of rock-paper-scissors is just as hard as trying to win it.
- One hundred years ago, everyone owned a horse and only the rich had cars. Today, everyone has cars and only the rich own horses.
- Which letter is silent in the word “scent”: the “s” or the “c”?
- If poison is past its expiration date, is it more poisonous or is it no longer poisonous?
- Your future self is watching you right now through memories.
- If you replace “W” with a “T” in “What, Where, and When,” you get the answer to each of them.
- Many animals probably need glasses, but nobody knows it.
- If you rip a hole in a net, there are actually fewer holes in it than there were before.
- The doctors that told Stephen Hawking he had two years to live in 1953 probably died before he did.
- What if my dog only brings back the ball because he thinks I like throwing it?

