

New Directions, New Vision, New Leadership

New changes mean a brand new Bold Group

The start of Q3 2019 brings a very exciting change for Bold Group! As you are likely aware, the last year presented many new facets: we became part of the EverCommerce family and completed a merger with Perennial Software. More recently, we acquired both SIMS and stages into our family of products and services. By bringing together this robust portfolio of products and services, we can now allow our customers a variety of options which can be integrated into a cohesive package or used independently, with features and modules that work together and build on each other.

For the past 20 years, Bold Group has been very fortunate to have a leader with extraordinary vision and passion. Rod Coles has always made sure Bold had an environment which fostered innovation and teamwork. He is directly responsible for the development of our Manitou alarm monitoring software, which continues to be at the forefront of technology and an industry leader today. Most important, he has always had a keen sense of where the future of the security industry was headed, and pointed Bold in that direction.

At Bold's quarterly leadership meeting in late June, and shortly after, in an email to the entire Bold Group staff, Rod announced his retirement, with his last day being July 3rd. In his place, EverCommerce has promoted Vice President of Technology, Matthew Narowski, to President of Bold Group, effective immediately.

Rod had this to say about his departure: *"I started this journey exactly 20 years ago, and it seemed like the right time to pass the torch to new blood. I firmly believe Bold is poised to do great things and that Matt is the person that will take us there. His dedication to the company and the products is evident and he has dynamic plans and ideas for the future. I am very thankful for those who helped me build initially Bold Technologies and latterly Bold Group into the industry-leading position that it has become. I am personally excited for this next phase in my life and am looking forward to spending more time with my family and having more time for hobbies and travel."*



Rod Coles



Matthew Narowski

Matt Narowski has been with Bold since 2005. He managed several key departments, including Technical Support, Implementation, and Development before becoming a Vice President in 2017. Matt has a unique insight into our central station customers; prior to joining the company, he co-owned and operated a dealer central station in Canada.

Narowski worked alongside Coles for several years. His experience has fully prepared him to take the reins and he is excited for the opportunity to lead the company forward. *"We have tremendous advantage that has come with our acquisitions of Perennial Software, SIMS and SGS. Each of those companies brings value to Bold's portfolio and it's important that those products continue to be cultivated. We have some exciting long-term plans which can benefit all our customers."* He adds, *"I've developed strong ties with many of our customers over the years which have helped contribute to the growth and strength of Bold, and I'm looking forward to building those kinds of relationships*

with our new customers in the near future."

Matt will discuss more about his vision for Bold Group and the direction he plans for the company at the 2019 Bold Users Conference in Long Beach, California, which is, fittingly, themed "Onward," and the last one of its kind. Tickets are still available by visiting the BUC website at www.bit.ly/BUC2019.

IN THIS ISSUE...

- Bold introduces MSS [Page 2](#)
- Bold Support, 24/7 [Page 2](#)
- Last Call for the BUC! [Page 2](#)
- Q3 Training Opportunities [Page 3](#)
- Bold Group Roadshow [Page 4](#)
- New Faces at Bold Group [Page 4](#)
- Closing Thoughts [Page 4](#)

Bold Group Introduces Managed Security Services

A new portfolio of services will be debuted at the Bold Users Conference

Bold has a brand-new service offering for our customers that will elevate the reliability, security, and compliance of your business without the expense normally attributed to these amenities. Introducing our new Managed Security Services (MSS), a portfolio of services encompassing System Integrity, System Security, and System Optimization. Bold Group can now offer your company advanced services to protect your systems and data:

System Integrity Services:

- Remote support via our patented Network Navigator device, a VPN appliance with Ethernet and cellular interface. (This will now be a standard Bold Support offering)
- Real-time, 24/7 device monitoring of hardware, CPU, memory, etc., which will meet your new UL 827 compliance needs well before the October 2020 deadline.
- High-availability and replication for better failover and backup readiness.

System Security Services:

- A Network Intrusion Detection System which continuously compares network traffic to known attack signatures.
- Managed Firewall Services utilizing Bold Group's backStage 1U server, to block intrusions and threats.

Protect your data from hacking and spyware without costly cybersecurity personnel.

- Threat Hunting reduces the amount of time a hacker goes undetected in your system. The average hacker can operate for up to 78 days. With our forensic tools, they can be discovered within hours.

System Optimization Services

- Quarterly vulnerability scans to determine system weaknesses and improvements to safeguard your system.
- FARS – False Alarm Reduction System utilizes Artificial Intelligence (AI) and Machine Learning (ML) analytics to offer specific recommendations to reduce false alarms.
- Continuous Improvement Consulting Services employs a team of cybersecurity professionals to help you identify opportunities, plan for improvement, implement changes, and measure your progress.

Our MSS portfolio is supported 24/7 through the Bold Group Network Operations Center (NOC). It becomes available in Q3 and will be a featured topic at the [Bold Users Conference](#). Learn more about how this new service offering will benefit your business and protect your assets!

Bold Support - Here for You 24/7

You asked... we listened. Our customers asked for faster after-hours support, and with the help of our new stages™ family, we are now able to accommodate it! Bold Group after hours support calls are now being handled via the stages NOC after hours support center. This means when you call the Bold support line after hours or on weekends and holidays, you will always have a live support person to speak with immediately. We're thrilled to have this quality support available for all our alarm monitoring customers!

Last Call for the BUC!

Wow...it's a good thing we've got ONE MORE Bold Users Conference because there's suddenly a lot to talk about this year! Not only is Matt Narowski going to make his debut as the new President of Bold Group and give you some insight as to the plans and direction for the future, but we also have some great classes about SIMS, stages, and the brand new Managed Security Services portfolio! There is still time to join us on board the Queen Mary for learning, networking, and dare we say, a little bit of fun! Visit the [BUC website](#) to register!



Great Training Opportunities for Fall 2019

The Bold Group Training Department has something for everyone

Training is a critically important part of your operations and one of the most important investments you can make in your business. Bold Group has always been a huge advocate of training; it's why we have an entire department devoted to it.

This fall, we have two classes coming to the Colorado Springs Training Facility:

SedonaOffice GL Boot Camp | Instructor: Bob Esquerra

Take a deep dive into the General Ledger portions of SedonaOffice. This course is designed to help attendees gain a better understanding of potential GL strategies and a clear view of SedonaOffice capabilities, including best practices and metrics. Includes basic accounting principles, job costing, report building with Vivid CPM, completing bank reconciliations, and more. Attendees should have a quality understanding of basic accounting practices and how their organization accounts for income, outflow, costs, etc. Course is limited to 28 attendees. [Learn more or register here.](#)

- Dates: 8/20-8/22/19
- Price: \$1495 per person



Central Station Managers Course | Instructor: Caryn Morgan

This course teaches attendees how to leverage Manitou for their organization and prepares them to lead a central station team. Participants will gain a better understanding of Manitou's features, including the upgraded functions of Manitou, and increase their confidence in troubleshooting alarm and system issues. Attendees will follow the route of an alarm signal, examining how it is addressed and managed through Manitou. We'll also look at a day in the life of a central station manager, including building standard operating procedures for operators, reporting, hiring and evaluating employees, and more. Course is limited to 28 attendees. [Learn more or register here.](#)

- Dates: 9/17-9/18/19
- Price: \$2495 per person



We also have two online Professional Development courses coming to BoldU! These classes are free for BoldU Level 3 and Level 4 learners, and can be purchased by all other levels.

Manitou 2.X Web Client Boot Camp

This course is intended for those monitoring center team members at a supervisor or trainer level who will be participating in the transition from the Manitou legacy Visual Basic platform to Manitou's Web-based platform. The course is online, instructor-led, much like taking an online college class. It has three specific elements to complete for success: weekly assignments, coursework in BoldU, and the exam. Learners should expect to spend one to eight hours per week on their learning. Course topics include: Manitou 2.X dashboards, the Customer Wizard, the new Alarm Handling features, Enhanced Action Patterns, the key elements of the Manitou 2.X upgrade, and more. This course is six weeks long. [Learn more or register here.](#)

- Start Date: 8/13/19
- Price: \$495 per person (BoldU Level 1 or 2) | no charge (BoldU Level 3 or 4)

Manitou 2.X Web Client Data Entry Specialist

This is an Instructor-led online course that builds on the Data Entry person's skills and develops a deeper understanding of the data entry features within the Manitou 2.0 Web client. Learners attend class online in BoldU, participate in discussions in an online forum within BoldU, and complete work in a Manitou 2.0 Web client practice site. Learners should expect a minimum of one to six hours of work each week, and participation is expected weekly. Course topics include: creating a new customer record from a customer data sheet, explaining how signals process into Manitou customer records, creating general schedules, creating simple and complex action patterns, creating scheduled reports, and more. This course is six weeks long. [Learn more or register here.](#)

- Start Date: 10/1/19
- Price: \$495 per person (BoldU Level 1 or 2) | no charge (BoldU Level 3 or 4)



Welcome to Bold Group!

Bold Group is committed to providing excellent service to our customers, and over the past six months, we've had some major growth across all our departments as we expand to meet your needs! Welcome to all of our new staff members!

- Emily Moore - Development
- Harsh Krishana - Customer Support
- Dan Reynolds - VP of Operations
- Douglas Le - Development
- Ryan Whipp - Operations
- Kim Ellis - Customer Support
- Ryan Leffingwell - Development
- Margaret Pook - NOC
- Melinda Reiss - Marketing Director
- Wendy Weston - SaaS Operations
- Adam Akers - SaaS Operations
- Jose Avila - Support Tech
- Jordan Edwards - Implementation
- Matthew Ansec - Business Development
- Carl Nash - Customer Support
- Michela Schultz - Implementation
- David Wise - Development
- Brody Ward - Implementation
- Joseph Alvarez - Marketing
- Cameron Cristy - SaaS Operations



The Bold Group Roadshow

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

GSX
September 10-12
Chicago, IL
Booth 1866
www.gsx.org

TMA Annual Meeting
October 12-16
Napa Valley, CA
tma.us/annual-meeting

Connect2019 (formerly Honeywell Connect)
October 24-17
Phoenix, AZ

Closing Thoughts

A little fun goes a long way, and Bold Group found plenty of ways to have some fun (and do some good deeds) during this past quarter!



Blake Galvin and John Doyle enjoy the ESX pub crawl with a customer.



Joseph Alvarez enjoyed Bike to Work Day on June 26th.



The AlarmBiller team celebrates a sales contest victory in the Chagrin Falls office!



The Colorado Springs Training Center hosts the first-ever Advanced Manitou Database System Administrator class.



The SIMS team takes a break from the hot Texas sun at this landmark pool near their Plano offices that's been open since 1961!



The Colorado Springs office organized a food drive and raised over 650 lbs of food and \$260 in donations! Way to go, Bold!