



FOR IMMEDIATE RELEASE

Bold Group Announces New Customer Advisory Board

New group brings together security company leaders to drive innovation and product development

COLORADO SPRINGS, Colo. (May 16, 2022) – [Bold Group](#), part of EverCommerce's Security and Alarm division, an industry-leading purveyor of alarm monitoring and integrated business management software for the security industry, is pleased to announce a new Customer Advisory Board (CAB) made up of leaders from top security and alarm companies whose talent and innovation have driven success in their own businesses.

The group will serve as a strategic advisory board to provide invaluable customer feedback, which is at the center of Bold Group's product management and development process. The leaders chosen for the Customer Advisory Board come from new and long-time Bold Group customers, represent operations, finance, IT, and executive roles, and are versed in alarm monitoring and business management solutions from across the Bold Group product catalog.

The Bold Group CAB members for the 2022-2023 term are:

- **Chris Edwards**, President, [Per Mar Security Services](#)
- **Fred Johnson**, CFO/Vice President, [Peak Alarm](#)
- **Alison Reinsel**, Administrative Assistant, [SAH Inc.](#)
- **Devon Ritch**, Director of IT, [Doyle Security Systems](#)
- **Steve Roy**, Director of Acquisition Integration and Technology Services, [Brinks Home](#)
- **Kim Schremp**, Management Team Leader, [Centerpoint Technologies](#)
- **Allison Tuke**, Monitoring Operations Manager, [Paladin Technologies](#)
- **Kevin Wilde**, Controller, [Mountain Alarm](#)

"Bold Group's approach is to listen to customers and develop solutions that meet their needs," said Julie Lichty, Bold Group's SVP of Product Management. "These members bring a depth of experience and industry knowledge that is unparalleled. Their expertise and insight will help us gain a 360-degree view of how our software is being used, and how we can evolve our products to serve customer needs in the future."

The first meeting of the Customer Advisory Board was held during Converge 2022, Bold Group's annual customer conference dedicated to transformation and innovation in the security industry. The board will meet quarterly and serve as a strategic forum and community for capturing customer needs, sharing thought leadership, discussing industry challenges, and guiding Bold Group's product roadmap.

"We were humbled by the number of CAB nominations received for a limited number of spots," Lichty added. "We appreciate our customers' high level of engagement and are excited about forging productive partnerships to further propel their business success."

The CAB is one of many Bold Group initiatives to engage in meaningful conversations with customers and bring the voice of the customer to the center of its product development process.



Bold Group has also implemented quarterly Voice of Customer surveys, one-on-one customer meetings with executive leadership team members, and a new annual customer conference, Converge, that brings together customers from across all businesses and product lines.

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About Bold Group

For over three decades, the Bold Group has served the electronic security industry with the most comprehensive array of alarm monitoring and integrated financial management solutions tailored to achieve optimal business performance. Bold Group's product portfolio features the renowned alarm monitoring systems Manitou, stages™, and SIMS. These leading alarm monitoring systems are complemented by the industry's top accounting and business management systems: the SedonaOffice suite and the bestselling AlarmBiller system. For more information on Bold Group, visit www.boldgroup.com or call 1-800-255-BOLD.

About EverCommerce

EverCommerce is a leading service commerce platform, providing vertically tailored, integrated SaaS solutions that help more than 500,000 global service-based businesses accelerate growth, streamline operations, and increase retention. Its modern digital and mobile applications create predictable, informed, and convenient experiences between customers and their service professionals. Specializing in Home & Field Services, Health Services, and Fitness & Wellness industries, EverCommerce solutions include end-to-end business management software, integrated payment acceptance, marketing technology, and customer engagement applications. Learn more at EverCommerce.com.