



FOR THE CUSTOMERS OF

sound
incorporated

sound Ink

Issue 2, 2009

Do you need additional support for your IT staff?

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...now from Sound Incorporated, Flex-IT™

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What Did Sound Incorporated Do For Our Customers Recently?

...now from Sound Incorporated, Flex-IT™ “a flexible service designed to meet most IT challenges”

Sound Incorporated's Flex-IT™ is designed to fill the IT support gap, whatever it is.

Use Flex-IT™ services to:

- Plan and implement special projects.
- Troubleshoot and repair voice, data or converged networks.
- Troubleshoot and repair desktop computers.
- Augment permanent staff to cover vacations, other absences or during periods of skills shortages.
- Provide managed service options
- Employee Support Help Desk for client applications.

Multiple Purchase Options:

- Per hour rates
- Bulk hour discounts
- Project contracts

To acquire Flex-IT services:

To set up a no-obligation consultation for your requirement, contact your respective account representative or Bob Kintz (rkintz@soundinc.com), Director of Voice and Data, at (630)-369-2900.



Services:

- Monitoring
- Onsite Support
- Remote Support
- Managed malware service
- Patch Management
- Update Management
- Managed firewall and security
- Backup and recovery
- Staff augmentation

Measure Twice...Cut Once

In an effort to always keep you informed as to all of the special products and technologies that we offer we sometimes overlook our expertise in the systems installation process... it is an important element to any system that you are investing your money in.

In addition to our affiliation with the International Brotherhood of Electrical Workers (IBEW) we are an active member and participant in the National Electrical Contractors Association (NECA) a premier industry group for serious contractors committed to excellence.

Your new construction or remodeling project involves numerous details such as mounting heights, location, power requirements, and of course local and national codes.

Your Architect's design team works with your on site General and Electrical Contractors and we work with all of them to insure a correct and successful installation of your systems.



With our understanding of the importance of system installation and implementation we recently expanded our Operations team to include two new site Project Managers and an IT / Professional Services coordinator.

To learn more about I.B.E.W. (www.ibew.org) and N.E.C.A (www.necanet.org) contractors for your project visit their websites and of course look us up at www.soundinc.com.



...release adds significant value to Lenel access control and video product line.

Lenel releases OnGuard 2009 6.3.249 and New High Performance Video Management System - SkyPoint

By Lenel and John Strauss Security Sales Director Sound Incorporated

At ISC West in Las Vegas, Lenel announced the release of OnGuard 2009 6.3.249 and its new high performance video management system SkyPoint to continually improve and lead the security industry with a full security management system. Whether you are looking for an integrated system or standalone system Lenel has it all: Access Control, ID Badging, Visitor Management, Digital Video Recorders, IP cameras, and Network Video Management System.

OnGuard 2009 version 6.3.249

This release adds significant value to the OnGuard product line, most notably in the OnGuard Visitor Management application, which has been entirely revamped and features a brand new interface. In addition, Lenel has made broad expansions and improvements to our access control, digital video applications, and hardware support.

Highlights of OnGuard 2009 include:

- Integrated Visitor Management System with Front Desk, Kiosk and Host Registration
- Integration of Onity Offline Locks
- OnGuard Central Station interface ready for UL1981 site requirements
- Improvements and enhancements to HID Edge device integration
- Duress event reporting enhancements, including Bioscrypt smartcard readers
- Intelligent IP Cameras with Embedded Video Content
- Redundant Video Recording
- Enhanced Situational Awareness through Double Video on Alarm

SkyPoint – High Performance Video Management System

SkyPoint is high-performance digital video management software that provides the tools to efficiently and effectively monitor large camera arrays, access and investigate video of incidents, and export evidence.

The SkyPoint interface maximizes the use of screen real estate so that there is no wasted space. Navigation options appear on mouse-over; there are no static buttons or navigation bar to clutter the standard viewing area.

SkyPoint's extremely intuitive, interaction-based interface presents the user with all—and only—those functions relevant to the current camera, mode and action. While not required, SkyPoint was designed for use with touch-screen technology. Users can become proficient within minutes of training.

Live monitoring is enhanced with instant investigation, playback controls, and optical and digital PTZ. Push-video panes enable live video to be transmitted to anyone with an open push window configured, providing an excellent mechanism for collaborating on alerts-based monitoring.

SkyPoint includes multiple tools for accessing, investigating and exporting incident-associated video within seconds.

Time Slicing. The Time Slicing feature auto-generates thumbnails of time intervals, allowing the user to drill down through time to identify the exact moment at which an event occurred.

Motion Slicing. The Motion Slicing tool automatically generates thumbnails of motion detection events within a defined zone, filtered by motion sensitivity and selected interval.

Kinetic Motion Timeline. The scalable Kinetic Motion Timeline provides an easy overview of the events before and after an incident.

For a more in-depth demonstration on OnGuard 2009 and SkyPoint's features, capabilities, and benefits please feel free to contact Sound Incorporated Security Sales Director, John Strauss (jstrauss@soundinc.com).



SkyPoint monitoring example showing one large video feed focused on an area of interest, with four smaller feeds and a Web page.



SkyPoint's Time Slicing feature automatically generates time-interval thumbnails to help identify exactly when an event occurred.

SECURITY EVENTS – MARK YOUR CALENDAR

A&E SEMINAR – SECURITY AT THE EDGE

If you are an architect, engineer or consultant interested in setting up a lunch and learn for you and your associates, please contact **Heather Czyzewicz** at 630-369-2900 or hczyzewicz@soundinc.com

Sponsored by:



ASIS CHICAGO – Next Chapter meeting is Tuesday, September 15, 2009 · www.asischicago.org

ASIS – 55TH ANNUAL SEMINAR AND EXHIBITS – September 21-24, Anaheim, CA · www.asisonline.org

Strong Attendance at the Unified Communications Lunch & Learn

Because of the strong response, Sound Incorporated hosted the Unified Communications (UC) Lunch & Learn at the Holiday Inn Select in Naperville.

Over 20 attendees came to listen to the guest speaker, Spe Dravillas from Mitel. He explained how bringing your cell phone, desk phone, vmail(s), email, messaging and faxes into a single tool that you control, can make you and your employees more efficient and responsive to your clients needs.

Excellent questions from the group tailored the presentation to fit the specific needs of those attending. Feedback on the Lunch & Learn was very positive in regards to the content and technical level of the presentation. Many attendees thought that UC is a productivity tool that would have a place in their organization.



WATCH OUR WEB SITE FOR MORE LUNCH & LEARN SESSIONS! www.soundinc.com

If UC is something you are consider for your organization, contact your Account Executive or Bob Kintz (rkintz@soundinc.com), Director of Sales, at 630-369-2900.

...Unified Communications is a productivity enhancement tool.

Sound Incorporated Events – Mark Your Calendar

NEC – Next Generation Seminar

Date: August 27, 2009

Location: Sound Incorporated

Time: 11:30 a.m. to 1 p.m.

1550 Shore Road • Naperville, IL 60563

Date: September 3, 2009

Location: Clock Tower Inn

Time: 11:30 a.m. to 1 p.m.

7801 E. State Street • Rockford, IL 61108

LEARN HOW:

NEC's products have evolved

- How you can migrate your current NEC telephone system.
- New applications for ANY phone system. (Including VoIP, Mobility and more)

If you are a business owner, sales manager or in the IT/Telecom department and are interested in attending and learning more from the communication leaders, Please RSVP to Forest Smith 630-369-2900 or fsmith@soundinc.com.

How to Keep Your Customers in a Competitive Economy

Date: September 29, 2009

Location: Sound Incorporated

Time: 11:30 a.m. to 1 p.m.

1550 Shore Road • Naperville, IL 60563

What is your customer's impression of your organization when they call you?

- Increase your level of customer service.
- Increase your call completion rate.
- Understand how a Customer Support Center (Contact Center) can be one or more people (Administrative, Engineering...) that take calls from your customers.
- Understand staffing requirements during peak/slow periods for payroll maximization
- Integrating the phone system with your customer database..

If you are a business owner, customer service manager or in the IT/Telecom department and are interested in attending and learning more from an industry leader, Please RSVP to Forest Smith 630-369-2900 or fsmith@soundinc.com.

What Did Sound Incorporated Do For Our Customers Recently?

Not for Profit Organization

Reduced current carrier bill by 29%

Manufacturer

Reduced current carrier bill by 40%

Services Organization

- Doubled call capacity (for new ACD)
- Added Caller ID
- Enabled Disaster Recovery -
For the SAME monthly bill amount



WHAT DO YOU HAVE TO LOSE?

You mean besides them money your already spending? **NOTHING!**

There is no obligation, only the potential for increasing capabilities and operating expense reduction.

ASK US FOR REFERENCES!

Sound Incorporated has been a carrier advocate for over 20 years. We will be glad to supply you with current customers that you can contact directly.

Please contact the Director of Sales, Bob Kintz (rkintz@soundinc.com), or your Account Executive at 630-369-2900 to learn more.



Return Service Requested

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Integrated Systems

**sound
incorporated**