

MONITOR NET

2017 Annual News Letter

I would like to welcome you to a new look for Monitor Net News. Although this being our annual newsletter, we will be sending you quarterly newsletters with the aim to provide you with an update on the latest news, along with information from within the security industry, which you will find useful.

We pride ourselves on creating and maintaining lasting relationships with our clients and I hope you enjoy this update from Monitor Net. Feedback is extremely welcome, so if you have any comments on this publication or indeed any aspect of our service to you, please do get in touch with us at e-mail address, cl@monitornet.co.za



Paul Gerber
General Manager

We've got bragging rights

Ten years ago cellular phones were simply used to make and receive calls and send limited text messages (SMS's). Compared to today's cellular technology, less than 30% of a normal consumer's use is spend on calls with an abundance of new and useful features at the user's fingertips. When the multibillion dollar cellular company Nokia was taken over by Microsoft, Nokia's CEO, Stephen Elop, concluded in his last speech saying "We didn't do anything wrong, but somehow we lost". This again was a fair warning to businesses to "Adapt" to the fast pace in which more and more users make use of technology as well as business's incorporating technology to run a more cost effective environment that directly translates in a cost saving for clients.

In turn and 22 years down the line, this little company is still seen as the most innovative security company in the country, whilst being praised by some of the largest international security companies for our "out of the box" creations. This surely does give us bragging rights but in view of Nokia's downfall and the reason why we placed so much drive behind technology in 2014 and 2015 was simple, we needed to provide our clients with better, faster, more accurate service whilst offering our clients with effortless control over their security needs.

In maintaining our primary stance by providing the best trained call centre operators and response officers and at the same time serving our clients with more on the road response vehicles than any other competitor, it was our technology drive that enhanced and caused a more efficient streamlined service to our clients.

As for user friendly technology, our own created mobile APP provide our clients with emergency buttons present at all times and also have the benefit of effortless controlling alarm systems, lights and more.

The final success herein lies in the proven history as our clients (excluding Brits and dedicated service areas) did not incur any annual service increases for 2 years in a row. This in itself is a major accomplishment knowing the tough economic environment we all endured.

Going back to bragging rights, this immense feat is for you, our valued client, as this team thrive on making it safer for you!

The Monitor Net / Emer -G - Med alliance

Our Medical response vehicle, "Victor 1" has been on the road for more than a year now, and the services rendered to clients have been a journey words cannot describe. We have made a huge difference in the lives of people in distress, people injured and people traumatized after incidents. For the first time we truly understand an old expression **"A paramedic stand tallest when he's on his knees"**

The ILS Paramedics, the Reaction Officers and the SOS Control room operators, have a special relationship and they share the passion for serving our clients by walking the extra mile.



EMER-G-MED
When seconds count



Remember that you have full access to this service and that the Medical response will assist and stabilize the patient until an ambulance arrives at the scene. The reaction and stabilization service is included in the premium rate- and App client's monthly service fee.

Peace of mind ... when seconds count!

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What an impact Monitor Net's mobile APP made in such a short time

The success of the Monitor Net Mobile Smartphone Application simply cannot be described in words, as the smiling faces, gratefulness for lives saved and the numerous "thumbs up" by end users, made us realize how much this Application really is worth.

Some testimonials from smiling clients, include;

Marius – *I cannot thank the Response officers, Paramedics, Call centre Operators and Andries and his App team enough. Monitor Net was on scene within 6 minutes and I was at Unitas hospital within 30 minutes after the accident.*

Susan – *I was devastated, lying on the side of the road after the accident. A friendly Paramedic spoke to me in a soft and calm voice, and told me that they received the call via the Monitor Net App. An eyewitness had it loaded on his phone and dispatched the Monitor Net Emergency vehicle. I am so thankful.*

Mo – *I heard shots being fired and I immediately activated the Monitor Net Panic button on my App. Within minutes, a Monitor Net Response Unit arrived at the premise accompanied by CPF members, dressed in their bright reflective jackets. All I can say is, Wow!*

Jim – *The App is not only user friendly, but so extremely effective. My child was stung by a swarm of bees, and besides getting first hand assistance on the telephone from an Emer-g-med Paramedic, the Monitor Net Emergency vehicle arrived on scene within 4 minutes. The Paramedic on board is a well trained professional, and I cannot thank this awesome team for outstanding service.*

Cathy – *I activated the Monitor Net Emergency App, as I was home alone and very scared, after hearing sounds coming from the roof of my house. Dean from the SOS station called me, and kept me on the line while, the next moment, two Monitor Net vehicles and the SAPS knocked on my door. The relief of having a competent operator on the line and professional response persons at my door, in my hour of need, that I call "Priceless".*

If you don't have it, get it

This is definitely one of those products that once you have it, you can't go without. To every one's surprise, Monitor Net's SOS mobile APP (emergency) platform is FREE of charge, MAHALA, for the first 2 users subject to you being a "Premium Rate" client.

For more information or should you require assistance in downloading and registering this mobile APP, please contact Lizane at as@monitornet.co.za during office hours.



New Tactical Officers

The Monitor Net Specialized Tactical Operational Personnel (S.T.O.P team), again last year added six new Tactical officers to the existing specialized team. After completion of the gruelling Kopano selection phase and thereafter intense Tactical training course, these six response officers have earned their status as Tactical officers.

Proving their ability they have already showed their "teeth" not only by arrests executed but also assistance to community members as well as to their fellow officers during high risk incidents... and YES.... RRRRRRRRoger Mdluli is back on the road, and as always "Ready for Action!"



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Overview of what's happening in Centurion?

Centurion is still targeted by criminal elements concentrating on property related crimes. House breaking and theft, theft of motor vehicles and theft out of motor vehicles still feature very prominent in the statistics of the Centurion precincts. Community participation in crime prevention initiatives are absolutely phenomenal, and the unselfish commitment of Community members, offering their time and money, patrolling and policing their suburbs, need to be recognised and appreciated.

The SA Police Service, Security service providers as well as the Community members of Centurion is a team to be reckoned with, and an example to the rest of the country.



Overview of what's happening in the Brits area?



Property related crimes still top the log in the Brits Policing precinct, with housebreaking and theft still the most prominent crime featured. Theft of motor vehicles and theft out of motor vehicles also features among the reported incidents, and it is by now common knowledge that the Camera room, monitoring the CCTV cameras in the Brits CBD has closed down.

Monitor Net management has had several discussions with the SAPS and a detailed proposal was forwarded to the office of the SAPS National Commissioner, in order to have this very effective crime prevention measure reinstated. We are awaiting feedback and we will communicate the outcome to you.



The CPF, although small in numbers, has a good relationship with Monitor Net, and the Officers serving the Brits community. Information is shared and assistance rendered during patrols and crime prevention initiatives.



Overview of what's happening in the Grootfontein / Rietvlei View areas?



Property related crimes still top the log in the Grootfontein / Rietvlei View area, with housebreaking and theft still the most prominent crime featured. With a diversity of theft from TV's, electronic goods to outside stables and sheds for horse stable goods and tyres and garden tools.

The Welbekend Police and Monitor Net share information regarding crime threats and trends in the area on a daily basis. Monitor Net currently utilize various sources in and around the area, and Colonel Cronje, Captain Strydom and the Welbekend team always assist and acts, when information needs to be analysed and shared.



Crime prevention actions in conjunction with Monitor Net, Community members and the SA Police Service were successful and we hope to have more visible operational action during 2017. A HUGE, thank you to members of the Community who partner with us, in safeguarding these beautiful Country estates.

Overview of what's happening in Randjesfontein Country Estate

Randjesfontein just cannot, in any sense, be compared to the areas around this beautiful country estate when crime is the topic of discussion.



The cooperation between the Randjesfontein security contingent and Monitor Net, have always been outstanding, and Johan Dijkstra and the team gets a huge Monitor Net salute, in regards to outstanding teamwork, commitment and dedication towards the residents of Randjesfontein. SAPS Midrand, and specifically Captain Naas Molepo assisted whenever their assistance were required and Captain Naas have become a household name, during any security related conversation. Once again, partnerships against crime, and incidents prevented.

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Finances

A standing ovation for the creativity shown by the finance team who in their desperate need to obtain finances, somehow got it right to evade not one but two consecutive annual increases for Centurion. This time round however, such feat could not be repeated of which;

- Centurion clients will have a 6.5% (+/- R 26.00) increase,
- Brits clients will have an 8% increase (+/- R 31.00) increase,
- Rietvleiview/Grootfontein Country Estates dedicated service area will have a 7.5% (+/- R 37.00) increase, and
- Randjesfontein Country Estate will have an 8% (+/- R 39.00) increase.

All monthly service increases will be effective the 1st of March 2017.

For clients who have radio transmitters installed, our “once-off annual” radio network fee for communication and the maintenance thereof, will be debited with an amount of R 360.00 effective the 1st of March 2017.

Goals for 2017

Although we have more than enough goals which most are behind the scene challenges, our main objectives will be to improve on our communication to our clients. Secondly, again with the technology, launching our new product and service line.

This year, we will be talking to our valued client and keep you informed about our journey, the challenges we face, what we achieved and how far we are from reaching our goals.

In this communication we will be requesting your assistance in managing overactive (false) alarms, but most of all, we will be strengthening our ties with you, and we will embrace every opportunity to serve you, and to address crime in our beautiful suburbs.

We will, as always, partner with you, the Community which we serve, and we will support our local SA Police Service members and Metro Police officers.

Yes, it's time for our infamous creativity of which exciting “Game Changing” product lines and services will be launched before the end of the second quarter of the year. **Watch this space, Elon Musk...we gonna knock your socks off!!!**

Stats for previous year, 2016

As an indication to give you a bit of insight into our operation, our basic statistics for 2016.

Lives saved	279
Arrests by Monitor Net Reaction Officers	109
Arrests by Monitor Net Reaction Officers during joint Crime Prevention operations	102
Total of signals processed by the Control centre	2 336 647
Average amount of Emergency signals processed by the Control centre per shift	277
Kilometres done by Reaction vehicles	1 905 700
Average of kilometres done by Reaction vehicles per month	158 808
Average reaction time by Reaction Officers	05:32

Concluding

The men and women of Monitor Net are exceptional people, and I would fail in my responsibility, should I not thank them for their commitment, passion and enthusiasm, in serving our clients and the Community as a whole. The long hours, extreme pressure and the nature of their work have challenges far beyond what meets the eye.

Although supported by internal structures, our operators face life and death decisions, while the Reaction officer is under severe distress. Both parties need to stay calm, act in the best interest of the client, and despite the situation, stay alive in order to protect the interests of the client!

To the Technical, Sales, Administrative and Support departments, thank you ladies and gents! I will go to any battle with you at my side.

To you, our loyal and valued clients, our sincerest gratitude for your support during the past 22 years. You are not part of our world, you ARE our world, and it is a privilege and honour serving you. Thank you for this amazing journey and may 2017 be a safe, secure and blessed year to you and your loved ones.

The **MONITOR NET** team.

