



# EPS

ENGINEERED PROTECTION  
SYSTEMS, INC.

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## PLEASE ROUTE TO CHIEF OF SECURITY

### DANIEL'S - NEW & DISTINCTIVE

Admiration, loyalty and love brought Dan Hurwitz, president of Rogers Department Store, from Boston to Grand Rapids 12 years ago to join the family business. "Coming to Grand Rapids was not a difficult decision," said Dan. "My grandfather had established a successful business and Grand Rapids offers a lot of what a large metropolitan city offers, but on a more personal level."

Rogers, a full service family apparel store, was founded in 1955 by Dan's grandparents, Hyman and Greta Berkowicz. They were affectionately known as "Mr. and Mrs. Berk" to all of West Michigan. Dan has fond memories of his grandparents and extended summer visits to Michigan from the time he was 8-years-old.

Mr. Berk encouraged Dan to continue spending his college summers in Grand Rapids. "Little did I know that he was laying the foundation for my future," said Dan. "He knew he wanted Rogers to remain in the family; I think he was preparing me for this position from a time when I was too young to realize."

Dan worked for Jordan Marsh, a large retailer on the East Coast, until he joined his grandfather in 1990. Dan became president in 1998 and Mr. Berk served as Chairman of the Board. "My grandfather believed in the future of Rogers and in me," Dan noted. "He told me to believe in myself and to surround myself with successful people."

Dan and his grandfather discussed a wide range of topics, including growth, the future of retail and what would bring continued success. Rogers, which began with 15,000 square feet, now occupies 150,000 square feet and three floors near the original store location on 28<sup>th</sup> Street.

"My grandfather and I knew that to continue our success we must expand beyond the current four walls of Rogers," Dan said. They felt a more specialized, distinctive retail store would fill a void in the Grand Rapids area; as a result, the idea of **Daniel's** was born. The store will be located in the Terrazzo Shopping Center at 1100 East Paris Avenue in Grand Rapids.

"Customer's will be known by name and experienced wardrobe consultants will be available to create the perfect business or casual look," Dan explained. "We plan to offer unparalleled services so our clients won't want, or need to shop anywhere else."

**EPS** applauds Dan's success and commitment to West Michigan. "My grandfather was proud of his long-term relationships with the people and businesses in this area," Dan said. "Now I am proud to be a part of the fabric that makes Grand Rapids special."

Mr. Berk contracted with **EPS** to secure Rogers in 1966 and Dan has chosen us to provide security at **Daniel's**. **EPS** has been proud to serve and grow with Rogers in the past 37 years. We are excited to expand right along with them as they open **Daniel's** in late August. Look for the Grand Opening September 20.

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PREVENTATIVE MAINTENANCE  
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FURNACE, SUMP PUMP, AND FREEZER  
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EMERGENCY MEDICAL ALERT  
PANIC & CO ALARMS



Dan Hurwitz, President

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Since 1955

### IF YOUR ALARM SYSTEM GOES OFF BY ACCIDENT

- Stay calm. Don't panic. Remember your code.
- Carefully press each number of your code. If the system does not reset, wait 5 seconds and enter the code again.
- Don't leave your home or business until you have spoken with the **EPS** Central Station.

### DSL AND ALARM PANELS

Some telephone companies sell subscribers DSL (digital subscriber line) service without making allowances for the alarm control panels that may reside on end-users' line. The result can be communication problems that prevent a panel from sending signals to the **EPS** Central Station.

Some telephone technicians may not be familiar with how the alarm system ties into the phone lines. Therefore, when ever you change your phone service in any way, please call our Central Station first and then test your alarm system. That way you are assured that the phone installation did not interfere with the proper operation of your **EPS** security or fire system.

Even if you don't change phone service, we recommend you test the alarm system once a month. There is no charge for the test.

## EPS OFFERS RESIDENTIAL AUTO PAY

**EPS** is committed to providing superior service to our customers. One method of providing this level of service is to make your monitoring payment as easy and hassle free as possible. This can be accomplished by setting you up for automatic payment. Automatic payment is a better alternative to check writing. It lets you automatically deduct payments from your checking account each month. Transactions will appear each month on your bank statement so you can easily keep track of each payment. What you won't have to keep up with is monthly check writing, envelopes, postage and remembering to mail your payment. Save time, save money and enjoy the convenience of automatic payment. Please give **Karen Rowlander** a call at **(616) 459-0281** for more information and an enrollment form.

## COMMUNICATION UPDATE

**EPS** Communications, along with SBC, has completed over 50 telecommunication installations to date. "In most instances we have been able to streamline our customers' communication operations allowing them to function more efficiently," said Russell Cross, **EPS** Communications sales manager. "In many cases we have also been able to significantly cut costs."

A recent installation for Orthopaedic Associates of Grand Rapids, PC is a prime example. Orthopaedic Associates recently opened a new location on the city's north side. This location is in addition to their existing space at 230 Michigan Avenue in downtown Grand Rapids.

Having two offices requires fast and reliable "connectivity" between locations for voice and data traffic. **EPS** Communications met with Rob Bonnell, IS Director for Orthopaedic Associates, to determine needs and budget requirements.

"We went to work immediately with our support channel within SBC to design a custom solution at a competitive and affordable price," said Cross.

Bonnell reports that "the service is up and running well." The system installed is SBC's GigaMAN product, a point-to-point voice and data service with speed of 1Gbps.

"The biggest obstacle for getting the service working was having the weather warm up to allow SBC to continue burying the fiber optic cable," Bonnell explained. "Once the ground thawed, **EPS** worked quickly with SBC to complete the installation."

To date there have been no complaints and no "downtime" for Orthopaedic Associates.

"We like the fact that we deal directly with **EPS** Communications," Bonnell said. "We feel more comfortable working with a local company that can give us more personal service."

For additional information on how **EPS** Communications can streamline your voice and data functions and possibly improve your bottom-line call Russell Cross at (616) 459-0281