



# EPS

ENGINEERED PROTECTION  
SYSTEMS, INC.

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## CELEBRATING THE PAST AND PREPARING FOR THE FUTURE

**EPS** is proud to be celebrating 50 years of providing security and life safety services for homes and businesses, as well as educational and financial institutions throughout the Midwest. The first alarm system was installed by James Kelley in a Grandville business in 1955. The Kelley family, along with Allan and Claudia Carlson who purchased **EPS** in 1970, worked to grow the business until Mr. Kelley's retirement in 1991.

In 50 years **EPS** has grown to over 14,000 subscribers. It is headquartered in Grand Rapids, Michigan and operates with 150 employees in six branch offices and eight service centers. The Carlsons credit a family atmosphere, longevity of employees and continuing education and training, for stellar performance in earning and maintaining the long-term trust and confidence of customers.

Focusing on customer service and quality installation of burglar and fire alarms, as well as CCTV and card access systems, the Carlsons have been successful in a service industry where companies disappear as fast as they surface. Today **EPS** is one of the top 30 security providers, of more than 15,000, in the United States. The family-owned and managed company is unique in several ways. **EPS** is the only company in Michigan that has a UL listed, FM approved and CSAA 5-Diamond designated Central Station. **EPS** has the only service fleet in West Michigan that is on the road, ready to respond immediately, 24-hours a day, seven days a week. **EPS**, considered a pioneer in card access, began providing remote administration over 15-years ago when "off-site" administration was unprecedented.

"Keeping up with technology and responding to market changes are two reasons for our success in the security industry," said Kevin Carlson, Vice President in charge of finance and operations. Kevin, son of Allan and Claudia, joined the firm in 1994. "In looking to the future, the security and IT worlds are starting to converge," said Kevin. "Having a strong understanding of technology, networking and hardware capabilities, and how these intermingle with a customer's IT resources, will be essential to our continued success."

"We are responding to this need by assuring that our technicians have industry certifications that are recognized in both the security and IT fields," added Jim Zweedyk, Vice President in charge of growth and development since 1999. "**EPS** is also continually upgrading our Central Station capabilities to meet the changing technical needs of our customers."

Starting with the very first system installation in 1955 the Kelley's and the Carlson's sought to change the image of security. They have been successful in providing stability in the security field and in offering the newest, best and most dependable equipment available, all at a competitive price.

**EPS** is embracing technology, planning for the future and is looking forward to providing state-of-the-art security, personal customer service and quality installations for another 50 years!

### COMMERCIAL

- CLOSED CIRCUIT TV
- CARD ACCESS SYSTEMS
- HEAT & SMOKE DETECTION
- FIRE SYSTEMS MONITORING
- INTRUSION DETECTION
- HOLDUP ALARMS
- SAFE & VAULT MONITORING
- POWER MONITORING
- INDUSTRIAL PROCESS MONITORING
- FURNACE & BOILER MONITORING
- GUARD TOUR MONITORING
- FIRE TESTING
- PREVENTATIVE MAINTENANCE
- MANDATED INSPECTIONS

### RESIDENTIAL

- HEAT & SMOKE DETECTION
- INTRUSION DETECTION
- FURNACE, SUMP PUMP, AND FREEZER FAILURE MONITORING
- EMERGENCY MEDICAL ALERT
- PANIC & CO ALARMS



Allan and Claudia Carlson

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Since 1955

**Expanding Once Again...**



**EPS** has made good on a commitment to expand our presence in Southwestern Michigan. On March 31, 2005 **EPS** purchased Automatic Detection Alarms, Inc. (ADA), a security and life safety installation and servicing company.

ADA was founded by Jim Nicolow in 1984. "Selling a company that you have started and grown is a difficult choice, but I am confident that I have made a good decision," said Nicolow. "I know my customers will be in good hands."

"ADA customers will experience no changes in monitoring and will be serviced in the same professional and timely manner they have been accustomed to," said Jim Zweedyk, Vice President in charge of growth and development for **EPS**. "Sales and service to the ADA customers will be handled by our Kalamazoo office."

**Central Station & Customer Service – "Par for the Course"**

With an increase in golf course vandalism over the past few years Jeff and Paul Hoag, owners of Scott Lake Country Club, have increased security at their facility located just north of Grand Rapids. "We have had **EPS** at the course since 1980, but our facility has changed as well as our security needs," said Jeff. "We have upgraded over the years and added motion detectors and CCTV. This spring we felt a need to add cameras to protect exterior areas."

A break-in on Friday, April 29, 2005 proved to Scott Lake Country Club owners that the recent installation was worth the cost. Just before midnight vandals tripped the security system at the golf cart and maintenance building. Within 22 seconds Dianna, an **EPS** Central Station operator, notified the Kent County Sheriff's Department and Jeff.

Police and Jeff arrived within minutes to find a cable cut and two golf carts pushed down a hill. The vandals had fled, but the recent camera installation caught the entire incident on the DVR. The installation was so new (completed on Thursday) that Jeff had not been trained to retrieve information. While the police were still on sight, Merrill, an **EPS** service technician, was contacted by Pat from our Central Station and told of the situation. Merrill called Jeff immediately and talked him through the retrieval process. The police were able to leave Scott Lake with evidence to aid their investigation.



Another alarm on May 23 closed the case. Again, just before midnight, the alarm was tripped. Alana, an **EPS** operator, received the signal and notified the sheriff's department. Her quick action, and the deputies immediate response, resulted in the apprehension of the vandals and the recovery of all the golf carts.

Customer service and satisfaction are a top priority at **EPS**. Our operators and technicians have always been essential in earning the long-term trust and confidence of our customers. We know that going the extra mile is important. "**EPS** has been one of our best allies; definitely an indispensable and valueable service," said Jeff.