



**ESTA** - Working Together to Make Your Business Even Better

**ELECTRONIC SECURITY & TECHNOLOGY ASSOCIATION**

**Annual Operations Meeting  
November 2-3, 2016**

**Embassy Suites O'Hare Rosemont**  
5500 North River Road  
Rosemont, IL 60018  
(free shuttle from O'Hare Airport)



**Tuesday, November 1<sup>st</sup>, 2016**

For those arriving Tuesday afternoon or evening, dinner is on your own.

5-7 pm Meet for Happy Hour Reception – Hotel Lobby  
**ESTA** Co-hosts Cyndi Miller and Tony Kwiatkowski

**Wednesday, November 2<sup>nd</sup>, 2016**

7:00 am Enjoy complimentary breakfast at the hotel

8:00 – 8:15 Welcome - Meeting starts in Salon A

8:15-Noon w/break **SERVICE:**

- Response Times/Rates/Tracking Open Calls
- Scheduling
- Communication/between techs and customers
- Callbacks
- Technical help by phone/charge
- Strategies for Efficient Service Billing
- Compensation Plans
- Interactive/Zwave Customer Service Issues

12:00 – 1 Lunch – Hotel

1 pm- 3pm **INSTALLATION:**

- Processing, approving, scheduling
- Large Jobs: how to be most efficient from sub estimates, design, permit, scheduling, progress and efficient billing
- Risky Customers; how to handle getting paid
- Compensation Plans

3pm – 4pm **2G SUNSET**

- How/Who is handling?
- Cost to customers?
- Upgrade options?
- Are you losing customers?

4pm – 4:30pm **Richard Tare – Tri-Ed Presentation/Q & A**

- 4:30 – 5 pm            Discussion and meeting wrap-up for the day
- 6 pm -                    Group Dinner at local restaurant (walking distance)

### **Thursday November 3<sup>rd</sup>, 2016**

- 7:00 am                Enjoy complimentary breakfast buffet at the hotel  
8:00 am                Meeting starts in Salon A

8:00 – 9:00 am        **COMMERCIAL FIRE DISCUSSION**

- Code Compliance
- Notifying AHJ of non-compliance
- NICET training/

9:00 - 10:00 am      **WEBINAR BY BUILDINGREPORTS.COM**  
**How to Improve your Inspection Sales and Efficiency**

- **Inspection Management and Verification**
- **Online Compliance and Inspection Reporting**
- **Service Staff & Operations Scheduling**

Followed by Q & A/Discussion with  
Panel of Advent Rep and Tech Services

10:00 – 10:15 break

10:15 – noon         **CAMERAS**

- Product Comparison/Costs
- Preventative Maintenance Agreements
- RMR generating check list
- Share ideas to build value
- Low Cost Systems

12:00 – 1 pm         Lunch – Hotel

1 pm – 3 pm          **ACCESS SYSTEMS**

- Product Comparison/Costs
- Preventative Maintenance Agreements
- RMR generating check list
- Share ideas to build value in recurring
- Hosted Platforms

3pm – 4pm           **CENTRAL STATION**

- Do you have or Subcontract?
- Controlling excessive operator actions
- Traffic Control
- False Alarm Reduction
- Follow up on Dispatches

## Thursday November 3<sup>rd</sup>, 2016

4pm – 5pm            Open Sharing  
                          Wrap up discussion  
                          Itemized punch list for follow-up conference call

5 pm -                Meeting Dismissed

### **HOTEL INFORMATION**

**Where:**        **Embassy Suites O’Hare Rosemont**  
                      1.5 mi from Chicago O’Hare airport  
                      5500 North River Road  
                      Rosemont, IL 60018  
                      1-847-928-7620 phone  
                      [www.embassyohare.com](http://www.embassyohare.com)

**Rate:**            \$169/night

How to reserve a room:

Call 1-800-756-6605 or 1-847-928-7629

Tell them you are reserving a room for the ESTA meeting in November, room block code is **EST**. Make sure your rate is \$169/night which is the negotiated rate. If you have problems with reservations, email Karen at [karenssa@aol.com](mailto:karenssa@aol.com).

Cut-off Date for Room Block:        OCTOBER 3, 2016

This is a busy hotel which fills up fast so DO NOT WAIT to make reservations.

Hotel Perks:

Complimentary Shuttle to/from airport 4 am – 12am every 20 mins

Complimentary daily *Hor’s D’oeuvres* and Happy Hour 5-7 pm in Lobby .

Complimentary breakfast in hotel restaurant.

(There is one ticket per room, not per person in case you are sharing).

Self parking \$25/day (but you DO NOT need a car).

Walking distance to restaurants, MB Financial Entertainment District and Outlet Mall.

In-house restaurant and bar, Basil’s Kitchen & Tavern.

**Questions:**

Call Karen Mackey at 412-477-3576 or email [Karenssa@aol.com](mailto:Karenssa@aol.com)

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[www.estassociation.org](http://www.estassociation.org)