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Visit UCC at ISC West! For free show registration and more info on our party at Gilley's Wednesday go to: www.teamucc.com/vegas

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2019 Chairman Award Winner



Each year at the UCC Holiday Party UCC's Chairman's Award for Excellence is presented to an employee who demonstrates a body of work during the year that exemplifies UCC's company spirit, a dedication to excellence, and a commitment to protecting our Dealers' best interests and being there for the subscribers during their moment of greatest need.

For the 2nd year in a row, Tim McKay, UCC Dealer Support representative was named UCC's Chairman Award for Excellence Winner. Tim has been with the company for more than 7 years and always provides services with a smile. He consistently goes above and beyond helping UCC dealers with an intense focus on solving an issue.

Rheannon Smith, Data Entry Representative, Lacey Lester, Human Resources and Level 6 Dispatchers Stephanie Alarcon, Jackie Mason-Weatherly and Lisa Ohmes, were also recognized for going above and beyond.

Congratulations to all the winners!

Ask us about our Dealer Referral Incentive Program

UCC works hard to help our dealers grow their business, and now we want to reward you for helping us do the same. Ask us about DRIP - the Dealer Referral Incentive Program dealersupport@teamucc.com or 855.756.5588



UCC Forum

Issue 1 - Winter 2020

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Welcome to the UCC Forum Newsletter

Happy New Year!

In 1982 TEAM UCC was built with a focus on quality monitoring service backed by a strong commitment to build relationships with our Dealer customers, and vendor partners. Fast forward 38 years and UCC still remains true to our focus and commitment to create a great customer service experience made up of care supported by a high level of integrity. In 2019 UCC achieved our best ever response time performance for handling signals and answering calls. In addition we launched new services such as Pro-Vigil Video, Numera MPERS, UCC QuickChat, and we upgraded our SMS text service to increase reliability and stability for notifications.

In the midst of a very busy year, UCC launched our second site in Lewisville, Texas! New Stages servers, dispatch computers, and phones are all installed and active with new personnel recruited, hired, and trained. Geo diverse redundant and load balanced toll free receiver routing between our two locations has also been implemented to enhance reliability. This configuration supports automatic fail over to reduce the negative impact on our dealers and their customers should an emergency arise at either location. Now, UCC is in the midst of upgrading our telephone system to provide new features and functionality that will enable us to better serve our customers, eliminate points of failure, and streamline processes to maintain quality service.

At UCC, we believe in investing our time and resources to bring customers value through education, new services, solutions, and technologies. With that in mind, UCC is excited to re-launch the UCC Forum, our company newsletter to bring you the latest information on services, enhancements, events and training. We hope you find the enclosed information valuable, and we look forward to your feedback. Please send your comments to info@teamucc.com. As always, we appreciate your business and the relationships we have built with you and your teams. Enjoy!

Teresa Gonzalez - President of UCC



Throughout her 36 year career Teresa has worked in many aspects of the security industry from full service to central station and management. Teresa joined Team UCC in 1997 and was promoted to President in 2008. Teresa was involved with The Monitoring Alarm Association (TMA) for over 15 years. In 2016 she was awarded the Stanley C Scott Award for her commitment and achievements as chair of the education committee and for her support as a board member.

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3G Upgrade

MORE THAN MONITORING



You've probably already heard the news of cellular 3G/CDMA services sunset. AT&T's official sunset date is February of 2022 (24 months) and Verizon is giving until December 2022 (34 months). This means that any cell units using 3G or CDMA service will no longer be able to communicate signals to your central station. Even though both carriers announced official sunset dates, they're using service issues as a reason to update 3G towers to 4G today. Both carriers are using what could be coined as a "Rolling Thunder" implementation to convert each tower from 3G to 4G (and beyond) as they require service. This is already creating communication issues across multiple markets. Security installers, integrators, manufacturers and central stations have no control over the pace in which 3G/CDMA will sunset, nor are they able to stop it.

What does this mean for you? It means prepare to replace your customer's 3G/CDMA units now, or run the risk of losing your customer over failed communications issues, or to a competitor offering competitive (or free) upgrades. Replacing all of your units in a short time frame isn't a goal most companies can accomplish while still on-boarding new business and maintaining service levels for existing accounts.

Here is a Sample Plan of Attack:

1. Obtain a complete list of your customer 3G units (we can assist our dealers with this).
2. Consider the product or service you are going to use to upgrade, research your options and talk to manufacturers. They are most likely already running promotions on new products and services you can use to upgrade your customers.
3. Create a schedule for your company to replace the units. One way to develop your replacement plan is to use the total number of units that need to be replaced and create monthly and weekly goals. For example, if you have 120 units that need to be replaced in the next 12 months, you will need to average at least 10 units a month, or 2 to 3 units a week.
4. Reach out to your customers once you have your equipment selected, either as you service the account and/or create a campaign to call and visit with your customers to explain the need for an upgrade. Use multiple means; e-mail, U.S. Postal mail, or call them directly. Explain the 3G sunset and how it will impact their service, and what the added benefits are to upgrading their system with you.

As you work your plan, keep in mind to use the sunset as an opportunity to re-market your current database. The demand for Smart Home connected products has skyrocketed in recent years, which means the sunset gives you the perfect opportunity to offer your customers new services. Consider including a camera or other interactive smart home solutions with the cellular upgrade to keep your customers happy. Even something as simple as a key fob can go a long way, and is a great smart-home conversation-starter. Make sure to finalize the upgrade with a new contract to protect your relationship.

The key to success with each sunset is creative, proactive planning. Make change and innovation a part of your company culture and use it as a way to proactively connect with your customers. This way they know who to turn to because you're always on top of their ever changing needs.

If you are a UCC dealer please do not hesitate to contact Dealer Support at dealersupport@teamucc.com or 855.756.5558 to obtain a list of your customer's 3G units.

UCC has a form letter that you can use as a starting point for your 3G email or mailer campaign. Contact our Dealer Support Team and we will send you a copy to use, dealersupport@teamucc.com or 855.756.5558.

In today's world of fast changing technology, consumers rely on being plugged into the new technologies more than any generation before us. This brings opportunities to you as an alarm dealer to ensure your customers are aware of all the new services and technologies you offer, and how they integrate with their lives. UCC is a great resource to help you identify new services that can be offered to your customers. Services such as automated reports and notifications via email, SMS text, IVR, or secure group chat with automated cancel of false alarms are all services in which your customers might be interested, and many of these are compatible with all of your existing accounts.

If you have not communicated with UCC recently, you might be surprised at some of the new offerings you can take advantage of and incorporate into your company's business portfolio. In addition to the available automation services listed above, UCC launched new services with Pro-Vigil Video and Numera mPERS in 2019. Pro-Vigil (www.pro-vigil.com) offers dealers a flat rate video surveillance solution while Numera's Libris 2 mPERS unit (<https://numera.com/libris2>) provides dealers with an all-in-one mobile personal safety solution. Additionally, UCC is fully integrated with Alarm.com which allows UCC dealers to push account information directly into Stages (UCC's automation platform) and offer In-App Cancel/Verify and Panic, Customer On/Off test functionality and coming soon Video Verification being launched in March.



UCC also offers expert training to all dealers with our Grow Your Business (GYB) program. UCC is invested in educating, empowering and enabling dealers to make informed business decisions that increase their bottom line and help them grow their business. The GYB Program was designed with the independent alarm dealer in mind to help them take their business to the next level. The workshops are co-sponsored with select vendors and are led by Ron Bowden, Alarm Industry Expert, to help guide you through key areas of business knowledge needed to support the management and growth of your company.

Please go to our website www.teamucc.com or email us at info@teamucc.com for more information on the UCC GYB Program and our vendor partnerships. We look forward to hearing from you and hope to see you in one of our workshops!



2020 Grow Your Business Schedule

January	Corpus Christi, TX Austin, TX	May	San Antonio, TX	September	Jackson, MS MSAA Annual Convention
February	Longview, TX Little Rock, AR	June	Baton Rouge, LA McAllen, TX Laredo, TX	October	Lake Conroe, TX TBF AA Annual Convention
March	Natchitoches, LA LLSSA Dealer Convention	July	Jackson, MS	November	New Orleans, LA LLSSA Annual Convention
April	Dallas, TX El Paso, TX Albuquerque, NM	August	Dallas, TX Houston, TX		

For more information on exact dates, or to register, go to www.teamucc.com/training or contact Kathryn Schultz at kschultz@teamucc.com or 866.907.4712.