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## Employee Highlight - Michael Gelvin



Michael Gelvin - 18 Years

Michael Gelvin started his career as a Dispatcher in 2002 and quickly found that he had a knack for and excelled at handling customers with care and meticulous attention, safeguarding their security. Quickly identified as a leader by the UCC management team, his commitment and dedication to his team allowed him to move steadily through the ranks from Assistant Supervisor, to Shift Supervisor, and Assistant Operations Manager.

Currently, Michael holds a key role as UCC's Training Manager and celebrated his 18th anniversary in April of 2020. He is responsible for hiring and training new employees as well as their continued development throughout their career as a UCC dispatcher. Additionally, Michael specializes in creating custom reports to help manage service levels and uses his technical knowledge base to provide valuable support to UCC's Operations and IT departments.

Michael's recruiting efforts involve finding applicants who truly care about people, "Other skills can be trained, but sincere care and concern for others is something that must come naturally." He believes strongly that finding the "right people" has contributed to UCC's ability to improve upon our retention rate.

Michael met his wife, Loraine, at UCC 10 years ago, and they are happily married with 3 children.

## 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](mailto:dealersupport@teamucc.com) or 855.756.5588



# UCC Forum

Issue 2 - January 2021

Update from our President

Financing Options

UCC Employee Highlight

## Welcome to the UCC Forum Newsletter

What does it mean to have Resilience or to be Resilient? It's the inner ability of empowerment to accept and adapt to situations to move forward, it's also the capacity to recover from difficult life events. The onset of COVID-19 last year brought new challenges for every business and home in America and in the world for that matter. We were all faced with conducting business in new ways, implementing new solutions, policies and procedures to ensure the safety of our employees and our customers. Our home life and lifestyles were impacted which required adjustments to even the most familiar of tasks.

However, in the midst of these challenges you find humanity wins and the meaning of "Team" and "Resilience" shine through. Resilience empowers us to accept and adapt to situations to move forward, it's the capacity to recover from difficult life events. Needless to say UCC experienced our fair share of bumps, bruises, and even heartbreak along the way with the loss of a dearly loved 19 year Shift Manager.

Despite these challenges, I am proud of the team at UCC for stepping up to help each other, to volunteer to take on more, be flexible, adjust in a moment's notice to the "new way" which was consistently changing. This mental toughness resonated throughout UCC as we struggled to hold the line and protect the quality customer service experience we have proudly provided through the years! This included remaining a source of value to our dealers by continuing to invest our time and resources through education, new services, solutions and technologies.

Even amidst all the craziness of COVID 19 and the never before deployment of Work From Home (WFH) solutions, UCC managed to push forward with a successful new Avaya phone system upgrade. This upgrade connects our two sites together, which will allow for finalizing failover redundancy efforts in 2021. There is still some work ahead, however we charge up the hill with an attitude of Resiliency!

We appreciate your business and your loyalty during a difficult year for many. Know that our commitment to quality service has never been stronger. Stay Safe and Stay Resilient!

Please provide any feedback that you may have at [info@teamucc.com](mailto:info@teamucc.com). We look forward to hearing from you!

Thank you for your business,

Teresa Gonzalez  
President

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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# Financing Options In Today's Uncertain Business Climate



There is an old 60's Blues Song – "What a difference a Day Makes". Looking back at where we were one year ago, all of us can surely relate to that principal. Job growth was off the charts due to a strong economy and low employment numbers. Building, both residential and commercial, were at all-time highs and the largest problem facing business owners was "Where am I going to find the additional labor I need"? Fast forward to today and a great deal of us are facing difficulties due to no fault of our own. We have a new big bogey man in the room – Covid19!

In times of crisis people tend to go two ways. They either ignore the problem and hope it goes away, or confront it head on. In my experience, the longer you neglect addressing a problem the larger it becomes.

About this time, you are probably thinking to yourself where is all of this going and how does this apply to financing options? In my experience, immediate positive action is always the best course in dealing with surfacing problems or challenges. That being said, I wanted to take a moment to look at three separate events we face in the security industry day in and day out that can be solved with new capital or financing.

[Cost of New Installation](#) | [Selling Accounts OR Selling Your Company](#) | [Acquisition Opportunities](#)



## Cost of New Installations

For the past 15 to 20 years, consumers have been conditioned to think that they have to pay little or no out of pocket dollars for a new residential or small business security installation.

This leaves most dealers with the option of either walking away from the opportunity or utilizing internal cash flows to cover the initial cost and amortize over a period of time with the monitoring charges. Not a bad model if you have the available cash, but what do you do when you do not have the necessary cash flows and the consumer does not have the desire or available funds to pay an initial installation cost to give you a fair return.

This is where a Consumer Financing Program can play a very important role. These types of programs can provide the consumer with the ability to purchase a new or upgraded security system with little or no initial out of pocket expense, as well as providing a payment to the dealer that will not only cover their cost of installation but provide fair return with very attractive interest rates. The consumer will be paying the same relative monthly fee but to two separate entities; the dealer for monitoring services and equipment service/maintenance, and the financing company for the system installation.

For all you old timers, this is Back to the Future! The security industry was quite successful selling under this model 30 years ago before the \$0 down programs were initiated. UCC works with several vendors that offer financing options for our dealers. You can contact our Dealer Support department at 855.756.5558 or [dealersupport@teamucc.com](mailto:dealersupport@teamucc.com) for more information.

## Selling Accounts or Selling my Company

Most of us in the security business are true entrepreneurs and started our companies knowing that there will come a time when we will want to either sell a portion of the business, or in some cases sell the entire company. Both are big decisions and since most of us have had little or no experience in this arena, you will not only need guidance but also available and reputable buyers.

As a UCC dealer, if you are facing these decisions to sell, UCC can play a great supportive role in this process. We have helped numerous dealers prepare their company for a sale and have relationships with a number of vendor partners that are looking to purchase accounts. Best of all, it's free for UCC to provide our expertise and assist you through this process. The majority of vendor partners will also keep your accounts at UCC where we can provide them with the exceptional customer service they've come to know and expect. Again, if you are thinking of selling some or all of your accounts, or need an exit strategy please make sure to call your UCC representative first. We are more than happy to help you.



## Acquisition Opportunities

Albert Einstein's Theory of Relativity "For every action there is an equal and opposite reaction" is a great example of acquisitions; If there are sellers, then there MUST be buyers!

If you are the dealer that has a desire to grow your business through strategic acquisitions but might be lacking in knowledge and experience, UCC can help you with that too. UCC has assisted numerous dealers with the structure and negotiation efforts for acquisitions of all sizes.

While your local bank may be a good source for capital, a loan from your bank tends to be the most difficult to acquire. While they have extensive experience lending and borrowing, most banks have a difficult time determining the value of a security company and your account base. UCC again has a variety of vendor relationships that will help you accurately leverage the value of your company to create the capital you need for growth thru acquisitions.

In summary, if you have financing needs for New Installations, Buying or Selling Accounts, or Growth thru Acquisitions, UCC can help you. Our employees have the knowledge and experience to provide you the level of support and assistance you need to be successful no matter which option you choose.

We operate under a very simple business philosophy, A Rising Tide Floats All Boats. Which means when you succeed, we succeed.

SIC'EM

Ron Bowden  
Director of Sales and Dealer Development

Make sure to contact UCC's Dealer Support Team if you have any questions. We are here to help assist you with any questions you have FREE of charge! Dealer Support can be reached at [dealersupport@teamucc.com](mailto:dealersupport@teamucc.com) or **855.756.5558**.

Visit us at [www.teamucc.com](http://www.teamucc.com)

Contact us at 1-800-832-6822