

# Dillard

Door & Entrance Control

# Security Sentinel

Vol 2, No 1 ■ Winter 2006

Industrial Doors and Security Systems ■ Complete Security Solutions

A Quarterly Publication of Dillard Door & Security and Entrance Control Systems ■ Leader in Loss Prevention & Access Solutions ■ www.DillardDoor.com

## IN THIS ISSUE

PAGE

2 Dillard—Experts in Commercial & Residential Installations continued

3 Letter from the President of Dillard Door—The Importance of Training

3 Security is Part of Building Design

4 Dillard's Breadth of Services

4 Employee News

Since 1947, our company has proudly served the Mid-South with dependability, integrity and excellence. Offering a wide range of premier products and superior services, our teams possess the proven training, experience, equipment and technical expertise to deliver innovative solutions for projects of all sizes and scopes. Just give us a call so our dedicated professionals can show you why satisfied customers have trusted us for over 50 years.

901-775-2143

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## INSTALLATION SPOTLIGHT

### Dillard—Experts in Commercial & Residential Installations

*In past issues of Security Sentinel, we have featured only a single customer or two. Dillard Door & Entrance Control has accumulated such a range of new assignments in recent months, we would like to give a sampling in this edition.*

Many of you know we do customized design work as well as provide off-the-shelf chain closures, coiling grilles, pipe bollards, and other interior and exterior closures, in addition to entry detection devices of all kinds. We do much more, as you will learn in successive issues of *Security Sentinel*.

#### Commercial Work

For **Memphis Cook Convention Center**, our company installed specialty doors for a large opening that consisted of two 22-foot doors with removable mullion. (There formerly were two large, unsafe doors covering an opening about 46 feet wide). The new motorized doors can move simultaneously or alternatively, and are connected in the middle by a motorized mullion which can be raised and lowered as needed.

At **Crompton Corporation**, we installed a special coiling door as well as a special wicket door. We built these as custom units. As an aside, we are seeing a boom in the demand for wicket doors (coiling steel doors with a personnel-type swinging door located inside them).

At the **Millington Navy Base**, we have retained an ongoing contract for planned maintenance work. The contract calls for us to replace and fix existing access controls and surveillance equipment. In other work for the Navy, we turned a former large retail center



in the Memphis area into a government-secured facility. We would like to go into more detail on this account, but must honor government security concerns.

We have also recently installed sophisticated camera and monitoring equipment at a **Memphis-based pharmaceutical facility**, upgrading their existing system by at least 15 years as we converted their old surveillance stations into digital stations which have fully integrated audio, visual and alarm

*Above: Residential gate at Poplar Village*

*Below: Commercial barrier arms installed at Premier Parking lot downtown*

Continued on page 2



control systems. We must honor their own internal confidentialities, thus not naming this particular corporate client.

In addition, Dillard Door gained a parking control contract with **Premier Parking** downtown next to the Criminal Justice Complex. This system features all the latest parking control equipment, including barrier arms, automated pay station, ticketing machines and card access for subscribers. We were chosen because of the longstanding relationship Dillard Door has enjoyed with Premier and because Premier knew that Dillard Door was able to bring together the necessary access controls and gates. That ability not only gives us an edge in the marketplace, but also translates to the very best service

for our various customers. *We become, in essence, your one-stop shop.*

### Residential Installations

Dillard Door also has handled some large residential projects, particularly **gated infill communities**, which have used our products and services on an increasing basis recently.

There are many infill residential communities in the East Memphis and Oak Court parts of the city for which we are doing gate installations. One is Vince Smith's **Poplar Village** single-family residential project just west of Oak Court Mall. This installation consists of large green gates which were custom designed and built out of steel but which reflected a wooden look. Our company also provided access control equipment there.

Additionally, we will be providing gates for architect

Bob Browne's development at Poplar and Cherry called **Cherry Hall Place**. Again, we provided gates and access controls, in this case, a unique pair of slide gates with an intricate gate design by architect and co-developer Bob Browne.

The gated communities all over Memphis want a unique look, so most of our designs vary from property to property. Anytime a client requests a not-off-the-shelf item, we are glad to customize the order according to their design needs. We mostly do this specialty work in-house, but sometimes outsource to engineers when needed.

For instance, we designed many projects over time for major downtown developer **Phil Woodard**. He also wanted specialized garage doors for his own residence. "His home has a sleek, modern chrome and brushed aluminum look to it. He could not find another company in town that would reflect the modern integrity of his home design, and we were able to provide for him a unique set of doors by Clopay," says Bill York, vice president of sales and marketing.

Similarly, we are custom-designing doors for architect **Barry Yoakum's** house downtown. His home features translucent panels, and we worked to use that pattern as a matching template. It marks the first time that we will build garage doors with translucent panel features.



*Above & Left: Specialized garage doors for Woodard residence with a modern look to reflect the design of the home*

*Top: Two 22-ft. custom doors with removable mullion at the Cook Convention Center*

*Inset: Wicket door at Crompton Corporation*

*Bottom: Barriers at Premier Parking*

# The Importance of Training

*The start of the New Year is a time to reflect on where we have been as individuals and as a company, and on where we are headed.*



*Chris W. Bird,  
AHC, CSI,  
President,  
Dillard Door  
& Entrance  
Control*

**I**t occurs to me that training is an area where we have exercised a real intensity of effort over the past year and this effort should pay substantial dividends for our employees and customers.

This training effort truly has helped set 2005 apart, and the good thing is that its benefits will extend indefinitely into the future. We brought in a consultant to find the best methods of employee training and career tracking. The overall focus is to build careers and to serve our customers to the utmost. *What we've developed is unique to the industry*, from all the due diligence we were able to gather. The result becomes a custom-made program of several layers and specialties that are specially attuned to our company needs, our customer requests, and the highest standards in the industry.

More specifically, we're developing three training programs and have already implemented the first one—an in-house training curriculum for the field technicians. We are currently kicking off the management training and career path training programs.

We have also retained a safety consultant, Fortier Loss Control, who is running our safety training program. This safety program, which stands on its own apart from the main training curriculum, is something in which all of our employees participate.

The training program for field techni-

cians basically teaches people how to do their jobs and develop field skills. It covers seven areas. The participants use a specially developed training manual to help guide them. For this program, another training consultant, Performance Point LLC, designed our various manuals that range from general to highly specific.

Astride of this technical training program are competency maps that help determine what a person needs to know to become proficient in certain areas. This acts as a guide, an outline, and a checklist to bring a trainee up to speed and to take them to another level of learning. These career manuals are very practical and are not based on theory. Rather, they are based on everyday work situations and customer work order requests.

The curriculum even applies to the job application process. When a person applies online, a test in the system lets them know if they have what it takes to work for Dillard Door & Entrance Control.

Once they are hired, they enter a staged process whereby they see the work done by another employee, they help them do it, then they do it themselves—somewhat like the apprentice and master system in the guilds of olden days—only with many new technological innovations added. We are very glad to offer this new hiring tool to place employees in charge of their own careers. It also gives us another way to meet your needs with a continuity of service levels.

All in all, we think our training programs will be a key ingredient in our success and in our ability to serve you better, well into the future.

Cordially,

Chris W. Bird, AHC, CSI

## Security is Part of Building Design



**I**n our “post-September 11 world”, security planning in buildings is no longer an after-thought. It must be the first-stage in design considerations. Today, one of the first things to consider is how to protect a building and its exterior parking areas. In addition, the product lines of security related equipment have mushroomed in numbers, making the choices difficult and the need for expertise even more important than ever.

Security system devices must fit both aesthetically and technologically into buildings. This requires knowledge of wiring, décor, and other building systems. We, as a security consultant, are at the forefront of this knowledge base. We know the product lines and we know their best applications. (This, too, is why employee certification and training are so important to us). We are able to understand the latest and greatest new equipment from the technical side and can give you a wider than ever choice of products.

So come to us for integrating your systems, and for questions about your network capacities or upgrade potential.

## Dillard's Breadth of Services

Some of our customers are only acquainted with the focused work we do in terms of products, installation, and maintenance.

But we invite you to visit our web page at **DillardDoor.com** to examine the breadth of other services we are prepared to bring to the table on behalf of our customers. It is good to keep in mind the general categories that are our stock in trade on the website. Under every one of these headings are many subcategories, but let us list a few as a good starting point. We are in the business of servicing and selling:



- doors
- grilles & other storefront protection
- gates
- dock equipment
- personnel doors & hardware
- access controls
- cameras
- security & fire protection equipment

Be sure to call us at **(901) 775-2143** if you're uncertain that we carry certain product lines or services. To make sure that your phone calls get connected quickly, we have recently switched to a new voice and data provider. We also have established new phone answering procedures so that you will never be transferred more than once before you get the help you need. If you call and have any problem, please let us know. Your calls are important to us.

As our business continues to grow, we realize the need to be more and more efficient. That is why we are expanding our computer hardware and software capabilities to meet those needs. We have already upgraded our company computer network storage for increased speed and capacity. And we're evaluating new software programs that will streamline the services we already provide, and allow us to add some more services in coming years.

## Employee News



*Bill York*

We are pleased to announce that **Bill York**, who has worked with us for a number of years, has been promoted from sales manager

to vice president of sales and marketing. Bill has worked seven years with Dillard Door and was instrumental in developing the Entrance Control Systems division to the level it is today.



*Reg Udouj*

In turn, **Reg Udouj** (pronounced You-dodge), who has 27 years with Memphis Communications Corp., and FedEx/

Kinkos, has joined the company to become sales manager. He has a background in both sales management and surveillance systems.