

IN THIS ISSUE

- PAGE *Intelligent Video—Here's Looking at You*
- 2**
- 3** *Vendor Snapshot*
- 3** *We'll Be Right Over!—The Value of Security Walk-Throughs*
- 4** *Our Team is Your Team*
- 4** *Securing Your Facility—Top 10 Reasons*

A Half Century of Progress

Dillard Door and Entrance Control present this, our second newsletter edition, in what is to become a regular series of helpful newsletters. After a half-century of serving customers, we know that your business is your primary capital investment. Our security systems can deter and prevent theft, vandalism and unauthorized entry into and onto your property.

Place our professional team on your side to help protect your valuable employees, property, records and goods. We are skilled in doing turnkey work from design to installation to maintenance. The result is the precise set of solutions you require.

www.DillardDoor.com

Letter from the President

Our company operates in an industry that progresses at an almost lightning pace and that is a good factor for users of these advanced security systems.



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

It is also a daunting task for businesses to keep current with systems, procedures and trends. Leave that challenge to us to help you sift through the myriad of property security solutions. Amid the spectrum of new technological developments, the same logical approaches to

property and personal safety stand. We will bring you a varied combination of products, applications, advances, good advice and related information through these pages on a quarterly basis.

One of the most important and ongoing needs of any business is to conduct internal self assessments of your elec-

tronic security, doorway and gate system needs, followed by our team's assessment—at your invitation. We may identify needs that you have not yet discovered that concern the prevention of after-hours theft and the tracking of authorized employees and visitors into and out of facilities. You have spent a minor fortune on inventory and there is nothing more important than the safety and security of that inventory and your personnel.

We hope our newsletter can heighten this needed awareness and becomes a central benefit to you, your employees, and customers.

Cordially,

Chris W. Bird, AHC, CSI

CUSTOMER SPOTLIGHT

How We Met the Coors Challenge

The Coors plant and related facilities served as the setting for another extensive and interesting specialty application project by Dillard Door & Entrance Control.

“For this project, we installed all the locking hardware for the access doorways,” says Geoff Jones, vice president of operations for the Entrance Control Division. “The main door to the ornate hospitality suite called the Coors Memphis Belle had some very expensive brass hardware that client



Electronic card operated turnstile at the Coors plant employee entrance



Main door to the Coors hospitality suite

specifications initially had requested to switch out with some cheaper magnetic locks," he says. "However, we proposed a different type of lock that kept the integrity of the highly visible door and which has worked well for them. This lock was electrified hardware versus a typical magnetic lock solution." Typical magnetic locks are used for more commercial and industrial applications.

Also on the same project schedule, Dillard Door & Entrance Control

installed some main entry gate operators and turnstiles at the Coors plant. The gates were for vehicle access

for guests and employee parking; the turnstiles are for employees and contractors entering the plant. The turnstiles are also used for time and attendance of employees. "It is electronic card operated, both in and out," says Jeff Parson, Coors security manager.

"When I first came out here, this plant was rated worst companywide as far as security," Parson says. "After we put up \$2 million for security improvements, the plant is now No. 1 for security." The plant also went from three cameras to a 32-camera digital system. Dillard partnered with another security vendor on segments of the series of jobs at Coors.

Dillard Door actually retrofitted every door in the plant to a Level 5 ASSA standard, Parson notes. It is a keyway that cannot be duplicated.

Also before the high security gates were installed, the plant was losing about seven vehicles a month, in addition to five radios. That problem has since been stopped.

"Dillard Door & Entrance Control was able to come in and retrofit existing hardware put in by another company and made it look factory-installed with nice high finish," Parson says. "They even completed the work before the anticipated date."

Intelligent Video—Here's Looking at You

New technology comes on the product stage month after month, year after year. Intelligent video software magnifies that security traditional surveillance provided and basically fills in its gaps.

Our company recently conducted two days of well-attended seminars on various topics. We invited industry experts in to these workshops to give live demonstrations of the latest advances in the field. A primary subject we covered was Intelligent Video.

Another program called "Who Went Where When?" is a particularly timely one today. We covered smart access controls, digital surveillance integration, and even topics as specific as license plate recognition and long-range resolution images of cameras. We completed the program with a talk on effective visitor management in general and a question and answer session, along with tabletop demos.

Just what is intelligent video? Fences and walls alone provide minimal protec-

tion against criminal activity. While perimeter security is essential in many instances, prevention of unauthorized access to secure areas within the perimeter is also essential—especially at hours when the operation is closed down for the night.

Staff who must monitor screens around the clock can miss the few seconds it takes for a security breach to occur. Intelligent video surveillance is based on a form of artificial intelligence called computer vision which runs all objects in a camera's field of view against pre-programmed rules. When an object violates a rule, the software alerts security personnel by phone, pager or email or posts an alert on a display console.

False alarms are minimized and



Attendees at Dillard Door and Entrance Control's seminars learn about the latest in security technology including Intelligent Video

instead of security staff having to man the desk and do camera duty, they can perform patrols.

Such wise cameras can detect when equipment is removed from a secured area, people loitering near certain zones, an entry to a secure area from an unauthorized direction, vehicles parked for extended periods of time and other valuable information.

Whatever the Door Type—Cookson Covers It

One of our primary vendors is The Cookson Co., for which we serve as an exclusive full-line dealer for West Tennessee. This company offers a multitude of door systems for every conceivable use. Every heavy-duty service door it builds includes: a lengthy life-cycle design, structural angle guides and bottom bar, cast gears and stops, fabricated steel plate brackets and other features.

“Dillard Door has been with Cookson before I started 18 years ago,” says Frank Thomas, Cookson regional sales manager for the Southwest. “They have been a fine company to work with. Chris Bird is really implementing some new ideas and we have had a good relationship such as with the FedExForum in which we did all the doors in the forum, including the concession areas and service entrances, counter shutters and service doors.” The companies also worked together with the AutoZone Park project.

For instance, Cookson’s two main types of fire door systems include:

Simple-Test Manual Fire Doors

This group requires manual resetting by a trained technician after the system has been tested or actuated. All Simple-Test Fire Doors feature Cookson’s exclusive Sure-Close release spring. Available in Push-Up, Chain, Motor and Crank operation, Cookson’s Simple-Test Fire Doors are extremely reliable and reduce resetting times (and costs).

Auto-Test Fire Door Systems

Cookson’s Auto-Test Fire Door Systems reset automatically after being tested or actuated by smoke detectors or building alarm systems. Once the alarm has



been cleared, the fire door system automatically resets and is ready for the next test or actual “event.” Auto-Test Fire Door Systems eliminate the need

for a trained technician to test and reset the fire door, thus reducing testing and operating costs.

Cookson also provides rolling grilles which have been made with time-proven materials and designs. The grille curtains are made of 5/16-inch solid aluminum rods rather than hollow rods and the links are 1/8-inch or 3/16-inch thick aluminum shapes, rather than thinner gauge materials. The aluminum extruded guides and bottom bars are constructed of heavy-walled shapes.

In the new product category, Cookson offers side sliding closures, a good choice for such locations as rapid transit terminals, lecture rooms, and mall storefronts.



Dillard Door installed Cookson doors in the FedExForum including coiling service doors, counter shutters and security grilles

We'll Be Right Over!—The Value of Security Walk-Throughs

There’s no better time than the present to look at your current property and operations to see where your Achilles Heel might be for a would-be intruder. Our teams are prepared to do just that kind of assessment and needs analysis.

After our security walk-through, we will come back with a risk assessment. The walk-through is a full-fledged inspection that you and your property deserve. We at Dillard Door & Entrance Control will draw up a formal report of our findings and recommendations for

closing holes in your security. We begin with an interview session in which you describe to us what security you have in place and the nature of your daily, nightly and weekend operations, along with any reports of crime in your area.

Our professionals will take a good look inside and outside to inspect perimeter fencing, cameras, entry systems, roll-down doors, firewalls, emergency exits and regular doorways. If your facility’s protective systems are good to go, we will let you know that, and are committed to

giving an objective evaluation. Not only that, we realize you likely will pass our name onward to your own marketplace network.

We suggest that you request a periodic review, depending on how often the nature of your operation changes. We will be glad to check out your asset protection, and help you identify unforeseen threats and vulnerabilities to your property.

If any action should be taken on your part, we will recommend the logical safeguards.

Our Team is *Your* Team



Chris W. Bird

Chris Bird, president of Dillard Door & Security, graduated from the University of Tennessee at Knoxville with a degree in engineering. He is actively involved in various church and community organizations including Memphis Rotary Club, the Door and Hardware Institute, the Construction Specifications Institute, Better Business Bureau and Crime Stoppers. Chris is a Certified Architectural Hardware Consultant and is involved with some 10 business associations with more than half of that number related to this specific industry.



Jim Overton

Jim Overton of the Dillard Door & Security team has become a vice president of the Western Division of the Tennessee Burglar & Fire Alarm Association. As a regional vice president, Jim will schedule and arrange monthly or quarterly regional meetings, attend quarterly board of directors' meetings and give a report on his region and perform other duties of this important office.



Brian Smith



Bill Hobbs

Brian Smith and **Bill Hobbs** have become IDEA-sanctioned trainers and **Jeff Smith** and **David Hobbs** have become IDEA-certified rolling steel fire door technicians.

IDEA is a non-profit educational foundation that provides professional door, gate and operator dealers with the knowledge and skills needed to be most effective in today's rapidly changing environment. Its seal recognizes industry professionalism and quality. A sanctioned trainer is a system that compliments installer certification programs. The train-the-trainer course is for experienced installers. Professional certification of technicians is the most important step taken by the industry in many years.



Jeff Smith



David Hobbs

Securing Your Facility— Top 10 Reasons

Many chief objectives exist today for securing your facility. Among these are the following to consider:

- Internal theft/loss prevention
- Continuing domestic homeland threats
- External theft
- Industrial espionage/sabotage
- Fraud
- Efficiency monitoring
- Fire
- Other hazard prevention and response
- Vandalism and destruction
- Employee protection

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.