

# news at DICE Corp.

## Mobile Service Management Gives Big Boost to DICE Accounting at Ackerman Security Systems

Mobile Service Management, a new DICE product, being deployed at Ackerman Security Systems this month in test trials. The system is deployed on Windows Mobile devices, allows for a client signature capture and collects the credit card information for the service call. The system integrates with the DICE OpenCORE accounting system and Service Management scheduling system to provide seamless integration for scheduling a service call, processing the call in the field, processing the billing and posting revenue to the accounting system for billing and inventory management. Ackerman will also be using the system's capacity to print to wireless printers in the service vehicle with full forms generation on site. This allows service representatives to print the service order with the client's signature and billing information while at the site, as well as print any additional paperwork needed to service the client. The system has advanced graphics and also displays a GPS map of the service location on the mobile device to assist service technicians in locating a customer.

DICE has already begun to add its fire inspection software system to the device, and this system is expected to be attached to the mobile device in a few months as a second version is deployed. This system currently works with the DICE Service and Scheduling systems. DICE will also add the inspection zones and required fire reports to the mobile device to be left for fire inspectors on site.

*Thank You Mobile Data Team!*

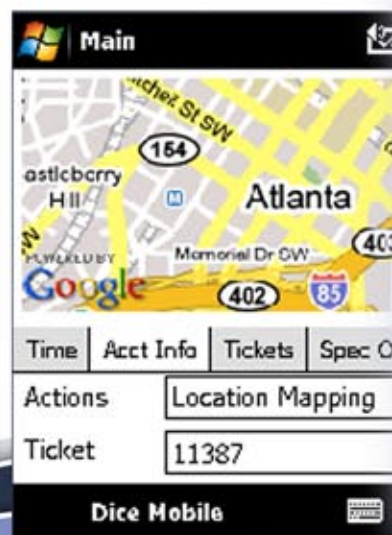
## Quantum MOBILE SERVICE

with  
**Signature Capture**



*Some of the Key Items in  
Mobile Service Manager:*

- Signature Capture and E-mail
- Ability to update all devices in the field without bringing them back to a central source
- Per user permissions and customized menus
- Site directions, billing, notes, subscriber information data entry and lookup
- Start to finish ticket handling capability
- Printing receipts in the field
- Generating maps for directions
- Seamlessly integrated with our backend accounting system for credit card processing and billing
- Works with existing DICE e\*LINK system without the need for additional flags or special settings
- Log and view times and work completed for a ticket
- Live History View and View Open/Close Status
- Takes systems off line directly and live viewing of signal history on screen



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**DICE MOBILE SALES MANAGEMENT**

## Mobile Sales Management Provides Huge Power to the DICE Accounting System

The DICE Mobile Sales Management application has been installed on over 200 PCs used by alarm company sales personnel. The system was the brainchild of **American Alarm** in Boston, and over the past few years has had many enhancements. The system is an integrated sales tool for mobile people. When you are not attached to the accounting system via an internet connection, you can still continue to work your sales prospects, create quotes using inventory and pricing matrixes, edit all of the data needed for both accounting and central station information, as well as manage contact information and personalized notes. The product is seamlessly integrated with Microsoft Outlook for calendar events, task manager for task management, and Outlook contacts for synchronization with both Outlook and mobile devices. The product produces PDF quotes in the field, and can be used in conjunction with a mobile printer. When you do have a connection to the office, the system has the capacity to synchronize with the accounting and central station software to upload new information into the system, and download new prospects, pricing, and inventory. It also has the management capacity to control sales branches, and all data contained within a branch management aspect, while holding sales managers accountable for performance.



**Engineered Protection Systems** in Grand Rapids, Michigan, has armed 33 sales folks with MSM automation, and see the Windows application and tight integration with the DICE Accounting system as key to its deployment for automating its sales force.

**Ackerman Security Systems** in Atlanta, Georgia, has armed 50+ sales folks with MSM automation, and see the Windows application as being a great automation tool for providing more consistent quotes and making their sales force more effective and efficient. A key element was the integration with the DICE Job Costing systems and backend accounting systems, all starting with the sales quote as one point of control.

**American Alarm**, headquartered in Arlington, MA, is currently upgrading to the DICE SQL platform which will provide it with a major deployment of the latest version. This will allow the company to expand to other DICE SQL products.

*Thank You Mobile Data Team!*

**DICE Mobile Sales Management - [Prospect Sheet]**

Record 6857 of 6857

Prospect Number: new000000001 Company Name: NEW LEAD CO. Contact: John Smith (555) 555-0000

Address: Central Station Installation General Billing Proposal Notes Contacts History User

First Name	Last Name	Phone	Ext	Personal Information	Cell	Fax	Details	Password
John	Smith	(555) 555-0000		Owner				
John	Smith	(555) 555-0000	123					

**Sales Proposal [Prospect Sheet] Prospect: new000000001 Proposal: new001**

Equipment Linking Services Linking Show Part Numbers Deal Dates Show All Details Speech Tools

Quote Line Description

QTY	DESCRIPTION	PRICE	ESTIMATED	SAVED
1.0	Alarm Panel	\$1,500.00	\$1,500.00	\$0.00
1.0	Service Technician to go Order			
1.0	Monthly Maintenance & Monitoring	\$25.00	\$25.00	\$25.00

PROSPECT NUMBER: new000000001  
 QUOTE NUMBER: new001  
 DATE: 06/19/2009  
 EXPIRE: 09/15/2009  
 QUOTE/PROJ: Please call Melissa Courville at 969-991-2000

Sub Total	Tax	Total	Monthly Recurring
\$1,525.00	\$0.00	\$1,525.00	\$25.00

All prices are in U.S. Currency. Warranties for non-DICE Corp. manufactured products are provided by the manufacturer. © 2009 DICE Corp. www.dice.com

Current Page No. 1 Total Page No. 2 Zoom Factor: 100%



## To Change the Game in Dealer Monitoring Centers

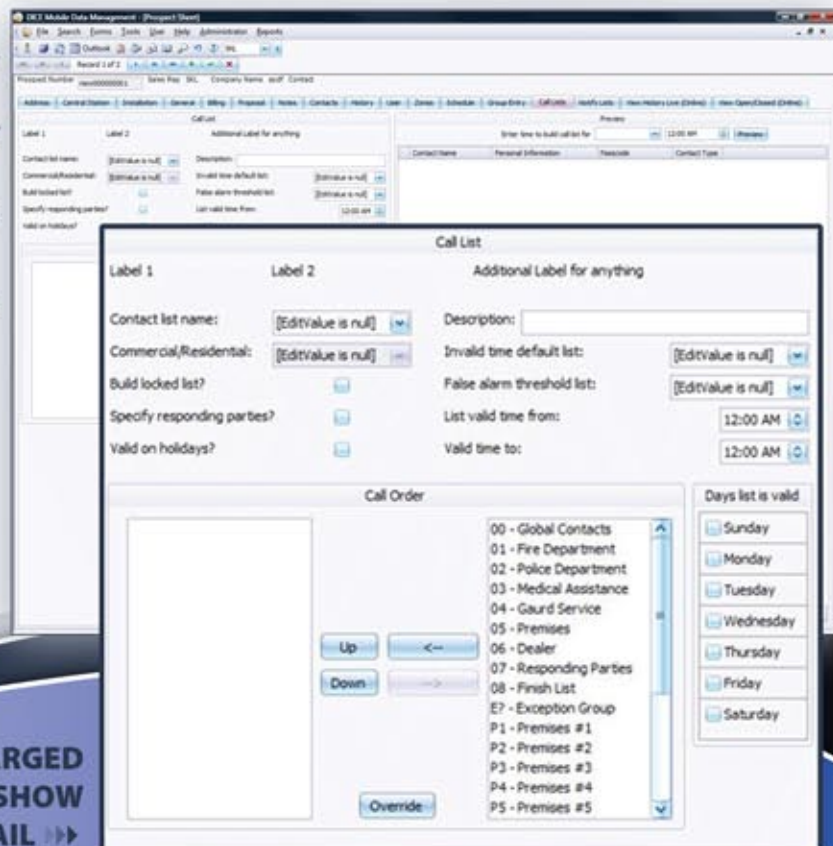
The ultimate dealer tool is about ready to hit the street after the first of the year. Only three companies will be allowed to test the product with selected dealers. The product is similar to the Mobile Sales Management system that we have had working in the field for three years now. The system has all the central station data elements such as account information, contacts, zones, schedules, notes, plus has billing and installation information for a dealer to use to run their business. The system has a built-in reporting tool, and allows a dealer to access their own SQL database on their PC. The dealer can have complete account management without being connected to the central station. At a later time, when desired, the user can ask their computer to synchronize, and all of the added, changed or deleted data will be updated into the central station database. The system will also download all history pertaining to the dealer's accounts, which allows the dealer to create reports live on their PC, anytime they want, from the field or from home, without the need to use a web application. For larger dealers, the system supports SQL layer integration, so that the dealer has an easy way to integrate with his mobile data management system. The system also deploys a security key dongle, which protects the data from unauthorized access.

Currently Acadian On Watch in Lafayette, LA, and General Monitoring Services in Huntington Beach, CA, have requested to be part of the pilot project. Expected delivery of the pilot is right after the first of the year and expected delivery to all other centers is expected to start in the 2nd quarter of 2010.

DICE is already planning additional enhancements to this system, including integration of video & audio clips provided by our Quantum Universal Video system, as well as GPS information and PERS audio events. These will be placed in future versions as additional history viewable items for the dealers.

Because of the freedom of use that this product represents, we feel it will be a huge hit initially with dealers, and then expand into the commercial and retail sectors. The product will also ship to the pilot test companies using some of DICE's most advanced and newest synchronization processing software.

*Thank You Mobile Data Team!*



ENLARGED  
TO SHOW  
DETAIL >>>

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## DICE's Quantum Universal Video Platform – Unfolded at Cam Guard

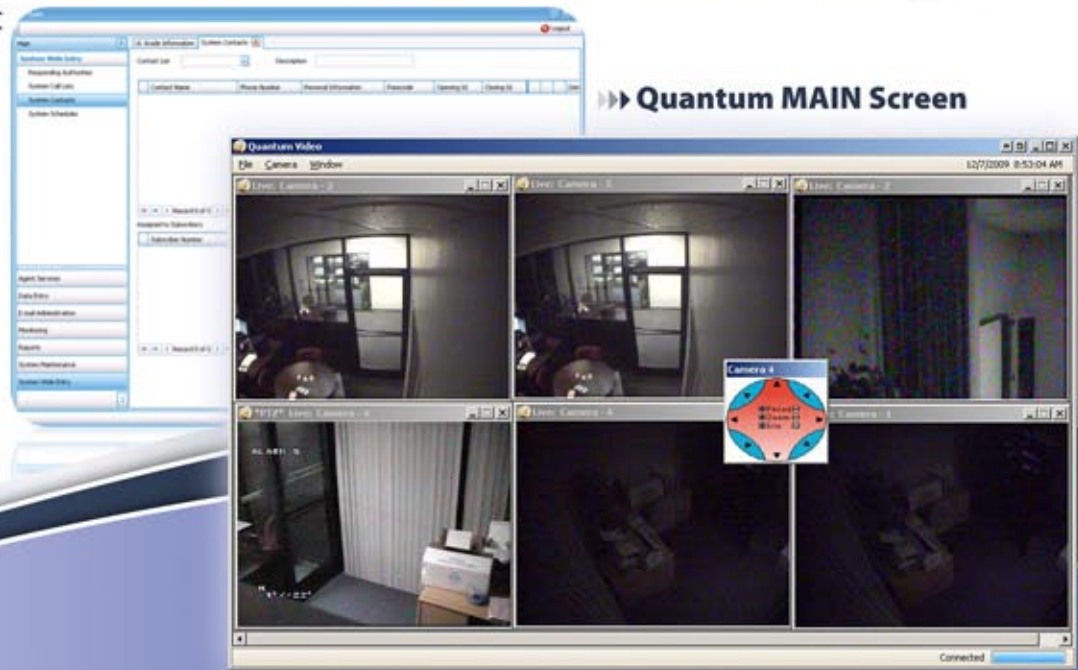
Cam Guard in CA, will begin using our Quantum Universal Video DVR monitoring system this month. This system allows multiple DVR's and video IP camera systems to be interfaced at the device level for monitoring and control management. Cam Guard, a major monitoring center for fortune 500 companies, is in the managed video monitoring business and DICE is working with them to perfect the most advanced video management and monitoring system on the market today.

Over the past 20 years, DICE has written interfaces to over 40 video DVR's and other video products into its Open Core monitoring System. Using an interface technology, required the operator to use the DVR's viewing product and then DICE provided access via an interface. So that an alarm to our software created an event on the video system and a video event on the DVR created an alarm in our system. This has become difficult over the years due to centers now wanting to deploy multiple video products. We continue to support these various video integrations, but moving forward, we have started to build into our Quantum product the DVR directly.

What this means is that we take and build the DVR into our monitoring environment, our product stores the video, and the operator uses the DICE video viewer which delivers video events and alarm traffic together. This is the wave of the future since most DVR manufacturers are providing programming access to allow our video system to work with their products. So you can expect more and more interfaces connected this way in the future.

Lastly, our video product will tie into two very key products for deployment with dealers and commercial accounts. Our Matrix web product will have integrated video presentation of the events in monitoring, therefore allowing video monitored and stored in our new product to be web ready. And our new Mobile Data Manager for dealers will also in the future allow video and sound downloading of events to the alarm history that is synchronized. A very powerful combination of services can be provided with these systems going forward.

*Thank you Access & Video Engineering Team!*





## e\*Link Web Update Provides Power in Multiple Browsers

The new Version of e\*Link supports multiple browsers! Within the next few weeks, a version of e\*Link will become available that supports browsers other than Microsoft's IE. Our e\*Link product was first written over 10 years ago, and at the time Microsoft's browser was the only product to use to surf the web, and other browsers could not do the tasks that IE could do. Today, Microsoft is losing market share very quickly as other products such as Google's Chrome and Mozilla Firefox become more widely used.

This version upgrade provides the same functions and speed, but provides for other browsers to use all systems. This also provides the capacity to use your iPhone and Google Android Phones for e\*Link web access. You will be required to have a DICE software upgrade of your servers and this will be provided free of charge under your support agreements.

*Thanks Web Access Engineering Team!*

## Aegis Web Update Links Clients to DICE Accounting System

New enhancements to the Aegis Corporate interface, now for residential clients, provide support for credit card management and payment of bills on line. This new interface, known as LiveLink,

was developed in conjunction with Ackerman Security Systems in Atlanta, Georgia.

The system allows residential end users to update their own information concerning contact lists and contact numbers. The system allows the user to view their bills, and make payments online with their credit card or bank account. The user can manage their credit card data online to the company and choose to have their recurring bill paid each month with their credit card. This system has become an extension of the DICE accounting system, and is being deployed to provide a better interface with clients by many of the DICE central stations. The power of this system is that it is a single point of control for a user to maintain their accounting data and central station data.

**Account Status**

Company Name: TESTING COMPANY NAME  
Site Address: 3390 N NORTH

BLAH MI 48642

Ar Number: 3390

AR Company Name: VERNORS BARREL AGED  
AR Address: 2000 E MAIN TEST STREET

BAY CITY MI 48708

**AR Aging Information**

Current:	38.16
30 days:	2708.30
60 days:	0.00
90 days:	499.15
120 days:	1161.48
Prepay and Deposits:	-100.00
Total Due:	4307.09

**Recurring Information**

Next Bill Date: 06/01/09  
Recurring Monthly Amount: 39.95  
Recurring Yearly Amount: 479.40



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## New Client in Health Care Sector Moves into Monitoring Industry

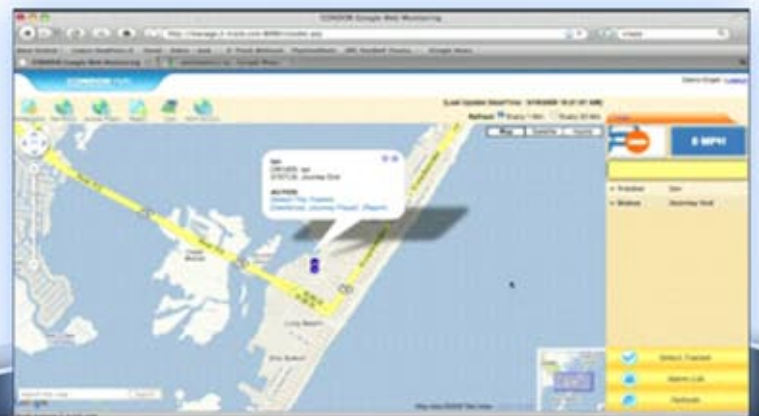
Health Care Sector News– DICE signs one of the largest suppliers of healthcare in the US as they enter the PERS monitoring sector of the industry. The name of the company will be supplied after their successful deployment. DICE will be supplying its OpenCORE Enterprise level automation software system, billing and accounting systems, and Telco software switch application products for use by the company. DICE will be the major automation supplier for PERS monitoring, as well as CRM and/or client services order processing. The multi-billion dollar company will be using DICE's Data Hosting Center as an infrastructure extension of its network, and the DICE center will supply services to all offices of the company located in 50 states. DICE will be using its soft switch for both two way voice traffic management and emergency panel encoding. DICE has long been working on allowing two way voice panels to communicate directly with its alarm decoding soft switch technologies, which allows direct integration of voice and data transmissions. This center will be one of the first in the US to deploy such modern technologies without traditional alarm receivers, and provide a higher level of services to health care clients.

## GPS Monitoring Technologies and GMS Leads the Way to a New Alarm Industry

General Monitoring Services becomes the first PERS monitoring center in the US to deploy

PERS wireless GPS monitoring system from DICE. A large manufacturer and dealer approached Mr. Dice in April of this year about engineering a new system to control a PERS device that also has a wireless mobile component. The system required a new modern GPS monitoring system and interface, plus the system has mobile two way voice capacities. It required telco management and control systems. DICE checked with some of its best GPS monitoring centers who were using the DICE GPS and alarm software and provided the names of some of DICE's best dealer monitoring centers. In the end, the selection was made and GMS in California was chosen to receive the first 500,000 units to be monitored. This deployment will take place over the next five years as the company offers healthcare clients the remote device to monitor hospice and other home healthcare patients.

The new GPS & two-way voice system was developed and put into test trials with the wireless devices over the past four months. This was a challenging project, because it requires integration of audio systems using our soft switch phone system, GPS mapping engine, and our alarm event monitoring product. The test trial consisted of 40 units deployed with various healthcare companies and their officials. The tests were all very successful, congratulations to General Monitoring Services!



## Banking Sector and Managed Access Control Developments

**PACOM** This past week, the PACOM alarm & access control products arrived in our development labs at DICE. DICE currently has a client that supplies a majority of the monitoring for many of the largest banks in the US and Europe. The PACOM product is a product that many banks have deployed for use in monitoring and control systems within their infrastructure. The product is one of the only access control products that has integrated alarm and access control technologies built within one panel, one system. Currently, DICE is interfaced with this product for handling alarms in its automation software. The new project involves commissioning DICE to integrate the card access technologies of the product into DICE's managed access control web based software, and also integrating the product with DICE's universal video monitoring platform, just released this past month.

This will supply one of the only known access control, alarm, audio and video surveillance systems in the world. This will be fully integrated into our automation and access control software. Best of all, this product is fully tied to our enterprise level accounting and service software systems. This latest offering brings a very powerful product that will allow penetration into not only the banking sector, but also retail, commercial, and industrial installations.

## DICE Engineering Team Expansion

When Cliff Dice returned from retirement in March of this year, he said that the goal would be to take our software to a level never seen before, and to change the way being an alarm company is viewed today. The focus would be on software systems and technologies that make a major impact for reducing companies cost structures while increasing services to its clients, and providing more revenue. He stated that increases in sales efforts at DICE would not be needed. In addition, the systems we create in Accounting, Service, Automation software, and Telco products will be so different and in demand, there will be no need for sales people to promote DICE because our clients' success will be viewed by all in the industry and drive people to want our products.



L to R - Liliana Schmidt, Josh Bengtson, Kevin Kilborn, Jen Russ, Cori Thompson, Katherine Hess and Josh (JT) Thompson  
- (not shown) Bill Pavlov and Ric Ritchie

To do this, Dice stated that our engineering teams would be expanded at a rate of about 10 new engineers per year, to handle the larger product line of products which include accounting software, automation software, service software, telephone switches, video products, network products, and other new offerings.

So you may wonder, is Mr. Dice on task? Since his return in March, nine months ago, the company has added 9 new engineers. They span the areas of Windows development technologies, browser and web development technologies, mobile device development technologies, telecommunications switch & audio development technologies, Video device development technologies, and GPS mapping control technologies. One of the seasoned DICE engineers said, "It's like someone flipped the switch and we are working at NASA again. "