

Company News

Westec Upgrades Center, Names New Director

Westec InterActive of Irvine, Calif., has upgraded its Visual Communications Center (VCC) and hired industry veteran Cara Denecour to oversee its operations. To improve operations and better serve its retailer and fast-food and sit-down restaurant clients, the company has added Internet protocol (IP) connectivity via state-of-the-art Cisco routers, Adtran switches and Call Man technologies.

"Because our interactive security services enable us to go online with our client sites, where we can see, hear and interact with people at each location, the security of our connection is imperative," says Denecour. "Up until now, this has been accomplished over analog or T1 telephone lines. Now, we've added a stable and secure IP connectivity routing capability for the video."

Denecour has worked in the security industry for more than 16 years, including companies such as ADT, Wells Fargo and Edison Security.



Westec InterActive has added IP connectivity to its Visual Communications Center.

Dice Rolls to the Rescue in Face of Tropical Storm 'Isidore'

BAY CITY, Mich. — DICE Corp. recently provided emergency recovery facilities to Alarm Monitoring Services (AMS) of Louisiana as tropical storm "Isidore" pounded the gulf coast and swept through the New Orleans area. AMS is one of the largest dealer-only central stations in the South.

On Tuesday, Sept. 24, as a state of emergency was declared in Louisiana and residents feared "Isidore" would once again become a powerful hurricane, AMS contacted DICE with hopes disaster recovery services could be provided.

Cindy Smith, vice president of operations for AMS, set the plan in motion for moving the alarm center. "I have moved many central stations in my career, but none in a 12-hour time frame," she says. "Having DICE pave the way was key in making this happen."

AMS sent its disaster recovery team on a flight to DICE facilities in Bay City, Mich., to assist in the emergency relocation. Because DICE employs four former central station managers and many former call center operators, they were able to provide assistance during peak alarm times once brought live. "The switch to the DICE Disaster Recovery Center went without a hitch," adds Smith.