

KASTLE SYSTEMS

YOUR TRUSTED SECURITY PROVIDER



JD POWER SURVEY

Our company places its highest value on ensuring our clients' safety and providing unparalleled customer service. In 2011, we engaged JD Powers to partner with us and measure our client satisfaction. The result gives us direct insight into what our clients value most and how we can exceed their expectations. Since the inception of this program 4 years ago, our Associates have delivered for our clients and we are knocking on the door of a JD Powers score of 800 in 2015 – in line with exemplary service organizations including the Ritz Carlton, American Express, and Walt Disney. To reward them for their commitment to and success in this initiative, our Associates receive a JD Powers annual bonus based on the survey results.



SDM 100 RANKING

Kastle has been ranked as one of the nation's Top System's Integrators for 2015 as published in Security Distributing & Marketing magazine. This annual report, scored by revenue, awarded Kastle the 19th position out of 100 nationally. The list ranks the top 100 largest systems integrators whose businesses derive more than half of their revenue from the sale, design/engineering, installation and service of multi-technology electronic security systems, such as access control and identification, video surveillance, alarms, perimeter security, and other network-based technologies.



CAPITAL SHIELD PROGRAM

Capital Shield is a public-private partnership that unites the Washington, DC Metropolitan Police Department (MPD) with commercial property owners, businesses and institutions around a common goal - protecting Washington, D.C. Through this program, participants can help enhance public safety by providing MPD with direct access to their security cameras. This enables first responders to quickly gain the situational awareness required to assist citizens during emergency situations. Kastle has donated 1,000 cameras to businesses in Washington, DC to jumpstart the program.



UL LISTED CENTRAL STATION

UL (Underwriter's Laboratory) is a global independent safety science company with more than a century of expertise innovating safety solutions from the public adoption of electricity to new breakthroughs in sustainability, renewable energy and nanotechnology. Dedicated to promoting safe living and working environments, UL helps safeguard people, products and places in important ways, facilitating trade and providing peace of mind.



CSAA FIVE DIAMOND CERTIFIED CENTRAL STATION

The CSAA (Central Station Alarm Association) Five Diamond Program is a balanced certification program providing a differentiation in the central station monitoring marketplace because it signifies five points of excellence we are committed to:

- Random inspections and quality criteria standards by a nationally recognized testing laboratory such as FM Approvals, Intertek/ETL and UL
- The highest levels of customer service.
- Ongoing job-related education and testing by having 100% of its central station operators certified using the CSAA online training series.
- Raising the industry standards through CSAA membership and participation in its activities.
- Reducing false dispatches.



BEST HOSTED SOLUTION AWARD

At ISC West, Kastle's Managed Video Platform won the "Best Hosted Solution" award for being the most user friendly, flexible, efficient and innovative hosted solution – not just in video but out of 100 other hosted solutions as judged by industry experts.