



KILL SHEET (Leading Questions for Tenants)

Typically when I talk to people who run their own security system they tell me:

- + **It's not practical for us to staff around the clock and therefore we don't really monitor.** This leaves a huge gap in our security that worries me. In fact, nighttime is when our company and people feel most vulnerable.
- + **RIYS providers charge for everything.** Upgrades. Training. Programming or data changes. Maintenance fees. I'm hostage to a situation that is cumbersome to manage and I can't accurately predict my expense.
- + **I am responsible for security but I have no time** to devote to it beyond my real job for our company.
- + **I cannot rely on the account reps from the RIYS provider** to call me back. Once they had my money it felt like they moved on. Supporting me wasn't a priority anymore.
- + **The vendor can't quickly answer my questions and it frustrates me.** They have different people for different jobs whether that's locks or software or cards. My problems tend to fester and not get solved the way they should.
- + **The training manual is hundreds of pages long and confusing, yet I'm supposed to learn everything** and be the go-to person for my company. This is just not my area of expertise.
- + **I really underestimated just how difficult the system was to use.** There was a big difference between the brochure and the tool.
- + **I really underestimated how many hours a day it would take me to administer security for my company.** It's overwhelming on some days.
- + **The vendor has not been able to explain to me in clear terms how to make the access and video system work together...** although they tell me there are many options.
- + **The system is not backed up** so if it crashes my company would be in trouble.
- + **The vendor couldn't help me establish the right security procedures and apply those.** While they seemed to know their own technology we really needed someone who knows security practices and then uses technology to enable it.
- + **Diagnosing and fixing a problem was painful.** The vendor used different people for every job – locks, software, maintenance – and even they had a hard time figuring out who was responsible. It took us months to get to the bottom of things.
- + **We found out pretty quickly that there were significant amount of events to handle a month.** In fact, we looked at the logs and saw over a thousand unacknowledged events because we couldn't keep up.



KILL SHEET (Buyer Perspective)

Typically when I talk to people who bought a managed service after comparing it to a RIYS option, they tell me:

- + **I figured out pretty quickly that it wasn't an apples-to-apples comparison.** A glaring difference was the fact that a managed service monitored our environment 24 hours a day and offered us a dedicated team to make all the daily changes we needed. A RIYS proposal had neither of those elements.
- + **Having security responsibility means being liable for it.** We weren't prepared to take on that risk.
- + **I wasn't buying hardware and software as much as I was trying to create and enforce a set of security practices.** A reseller and installer of equipment couldn't do that. We needed a security expert and a service provider.
- + **I didn't feel like the installer understood my needs and environment.** They spoke about work in high schools or banks but those were very different set ups to what I need as a tenant in an office building.
- + **Truth be told, I didn't have time to spend every day worrying about security.** I have a day job that needs to get done, and I need to depend on someone else to run the security.
- + **It seems like all in-house systems crash from time to time.** If this crashes we'd be up the creek. I really liked the idea of having someone handle it remotely, back it up and kept it going at all times.
- + **If a single thing goes wrong the impact to us and our reputation would be something we just couldn't tolerate.**
- + **RIYS seemed cheaper but only when you didn't consider the cost and expense of operating it for yourself.**
 - If I needed to make a programming change it would cost be over \$130/hr.
 - To be trained I needed to either pay to travel and attend one of the manufacturer's classes or I needed to host them at my site. This was easily thousands a year.
 - If my system needed to be fixed or tuned there is a 2 hour minimum charge for \$130 or more. Worse, they charge double on Sundays and time and a half after normal business hours.
 - I pay 25% maintenance fees for software every year. Each upgrade meant more training too.
 - If I connect to other systems (eg video), there is an additional charge and license fee.
 - Business continuity is important to me. To achieve this, I'd have to buy two systems from the vendor and have it run remotely anyway.
 - The real cost of this is competent people to run it and time. My internal approval process will make even simple measures take weeks to fix. That, plus we couldn't afford or find competent people to run it internally.
- + **I liked the fact that the managed service handles everything for me.** Training and software were free. I had a dedicated customer service team. My space was monitored around the clock. All of this for a little more than what I pay for my cell phone plan.... This was an easy choice.