



National Account Program



Protecting What's Important to You™



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HSM is one of the few top-tier security companies that is a true “coast-to-coast” national account service provider. We have the physical presence and technological infrastructure to provide a security program that establishes and maintains the same high level of protection for all of your locations—providing everything from on-time installation to outstanding service.

We take on tough security challenges, armed with decades of expertise, along with solid industry experience. And then we deliver on our promises with a centralized National Accounts support team whose total focus is on making your job easier.

Our dedication to operational excellence will help you realize true peace of mind and enjoy the ease of one superior source for all of your national security needs.

Simplicity and Peace of Mind

Consistent Delivery of Services

A True Partnership Approach

Innovative Solutions

Operational Excellence



How can we help you?



A National Package Delivery Company Likes How HSM Delivers Simplicity

Simply Better Protection

HSM lets you do it all, from coast to coast, with only one phone call required for sales, installation, service, monitoring and billing. We offer the simplicity of a single-source security solution with one point of contact. Some providers can offer you a limited service, but HSM can accept responsibility for *all* critical security functions—at *every one* of your locations.

We customize our protection to your systems, preferences and procedures—bringing simplicity to everything, from easily understood location reports to simplified billing and centralized administrative procedures.

- **UNIFORM PRICING** helps you control costs and provides useful budgeting information.
- **COMBINED BILLING** clearly lists all recurring expenses on one invoice.
- **CUSTOMIZED ACTIVITY REPORTS** keep you abreast of important events and expenses—you can even access the data or activity at your facilities online from your computer.



“ More locations
with fewer headaches.
That’s *my* need. ”



A National Restaurant Group Gives HSM Five Stars for Consistency

Across the Board Protection

HSM will help you achieve unified security standards for current locations with an eye to those planned for the future. Your HSM National Account Manager begins the process by becoming familiar with your facilities and your specific needs.

HSM is a full-service security provider. We can install, monitor and maintain *consistent national standards* for your company, utilizing our proven portfolio of high-tech products and services.

We're right where you need us, in all major markets, providing the same high level of protection at *all* of your locations.

- Access Control
- 24-hour UL Monitoring Center
- Intrusion Alarm Systems
- Critical Equipment Monitoring
- Fire Alarm Systems
- Project Management
- Video Surveillance
- Centralized Billing



“Consistency
from site to site.
That’s *my* need.”



A Retail Chain with 165 Locations Loves HSM Tailoring

Custom-Tailored Protection

At HSM we view the relationship with our business customers as a long-term partnership. The custom solutions we bring to your company are based on listening to your specific needs.

As an initial step, HSM works with your team to co-author a Requirements Document, which will contain clear and specific guidelines.

Our fully trained professionals can custom tailor your installation to ensure that it is being done in accordance with all applicable federal, state and local requirements, governing bodies or organizations. As a national security provider, we actively maintain all necessary licensing requirements for the localities in which we do business. This helps avoid problems and keeps your operations in compliance.

We truly desire to not only be an alternative choice for security, but the preferred provider of choice. Every team member is charged with this mission.



The Requirements Document will be used throughout the process to make sure your company's security needs are realized.

“ A partner, not a vendor.
That’s *my* need. ”



A National Drug Store Chain Prescribes HSM for Fast, Fast, Fast Relief

Operational Excellence for True Peace of Mind

Our dedication to operational excellence will be readily apparent in everything we do for your company—from ensuring on-time installation to providing outstanding service.

We've created a corporate culture where HSM employees are empowered with the training, tools, equipment and processes they need to deliver the best security solutions for you.

We take great pride in consistently setting new benchmarks for excellence. All of our products, systems, vehicles and UL listed monitoring stations are carefully designed to deliver the ultimate in performance, efficiency and service.

Use of the *HSM National Account Performance Scorecard* is an integral part of our commitment to continual improvement. Using a comprehensive set of performance measures, it is designed to benefit you by providing feedback on our performance, operations, innovation, and ultimately, your overall level of satisfaction.

With HSM, the customer experience is all about the security of knowing that “nothing but the best” is the company rule.



“ I want people who
execute brilliantly.
That’s *my* need. ”



A Telecommunications Leader Calls on HSM Anytime. Anywhere.

Innovative Solutions for Unsurpassed Protection

HSM recognizes the importance of exceeding our customers' expectations. We are constantly upgrading our performance with innovative answers to your toughest security challenges. We encourage imaginative thinking to solve problems, and we continually monitor our effectiveness.

As a technology leader, we can design and build-in products and services that didn't exist a few years ago. We can provide you with the latest developments—from the most recent digital imaging and storage devices to the world's most advanced recognition technology.

HSM eServices™

■ **eDataManager—Online Alarm Data**

With just a mouse click you can access real-time information on your incidents, service, opens and closes, alarms, contacts, zones and fire tests.

■ **eVideoManager—Remote Video Services**

Remote view software allows the HSM ProtectionNet™ monitoring specialist to see and document what is happening within your protected location.

■ **eVideoData—Online Video Data**

Integrating our eVideoManager video capabilities with our eDataManager software allows you to access online, at any time, live video and video recordings.

■ **eAccountManager—Online Account Management**

A real-time, online portal provides you with installation backlog access and accounts payable information, plus your service history and access.



“ I want to stay
ahead of the curve.
That's *my* need. ”



A Guarantee From Our CEO

During my years at the White House with the United States Secret Service, I made a life-valued commitment to ensuring the absolute protection of our Presidents and their families. That same level of concern, that same commitment to the highest standards, has remained with me ever since.

HSM is a logical extension of the way I have put those values into practice building successful electronic security companies.

I believe that commitment to quality must be reflected in every aspect of our operations. Therefore, I not only insist on the best people throughout our business, but also the highest level of customer service, facilities, training and products.

You have my personal assurance that you should expect, and will receive, the very finest from HSM.

Sincerely,

A handwritten signature in black ink, appearing to read "James M. Covert". The signature is stylized and cursive.

James M. Covert
Chairman and Chief Executive Officer
HSM – Electronic Protection Services

1-877-HSM-4YOU | www.hsmsecurity.com

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