

The **SIGNET** Circular

SIGNET's Founder Leaves Behind a Legacy

Written by Brad Caron, President



It is with a great sense of pride that we dedicate this issue of 'The SIGNET Circular' to our Founder, Charles J. Caron, who passed away on December 12th, 2008.

Born in Sanford, Maine on October 13, 1942, Charlie founded SIGNET Electronic Systems, Inc. in 1974. Charlie was a service technician by trade, and despite having no formal business education, he understood the importance of providing quality service to clients and the significance of partnering with quality manufacturers and vendors. Charlie had the unusual talent of recognizing future market and client needs and the remarkable ability to learn and adapt to the new technologies to meet those future conditions.

Throughout the 1970's, SIGNET's focus was on office intercom, apartment intercom, and master antenna systems. In the 1980's, the company progressed to life safety, security, and nurse call systems. The 1990's witnessed a natural expansion to local area networking infrastructure, fiber-optic networking, and PBX telecommunications systems. In the new century, SIGNET's focus has been on Voice-over-IP Telephony, IP video surveillance, and converged integrated solutions. Throughout each decade, SIGNET has remained committed to offering quality service while investing in its service division.

Charlie's humble management style nurtured SIGNET to be a major systems integrator in New England supporting 124 employees and their families, three New England offices, and thousands of loyal clients, partners and friends. SIGNET team members will work together to ensure that his legacy will carry on and that SIGNET remains the trusted leader in life safety, security and communication solutions, and will do so in a manner that Charlie would be proud of.

GENETEC Selects SIGNET as Premier Technology Partner

GENETEC, Inc. has selected SIGNET Electronic Systems, Inc., as a premier technology partner for the New England area. GENETEC is a pioneer in the physical security industry and a provider of world-class IP security solutions, internationally known for its three product offerings: Omnicast™, an enterprise-class IP video surveillance solution that provides seamless management of digital video, audio and data across an IP network; Synergis™, a complete IP access control solution designed with end-to-end IP connectivity; and AutoVu™, and a license plate recognition (LPR) solution developed to read vehicle license plates. (www.genetec.com).

After researching all of the product offerings currently available, the GENETEC products and solutions are superior to the plethora of competing solutions available today. Partnering with GENETEC will set SIGNET apart from others in our industry by allowing us to offer superior solutions that provide demonstrable technical advantages over our competitors.

If you would like to discuss integrated IP access and video system solutions or to schedule a demonstration, please contact

sales@signetgroup.net



R.F Walsh Gives High Scores

SIGNET recently received a 'Division of Capital Asset Management, Standard Contractor Evaluation Review,' submitted by Simon Tempest, Construction Site Manager with RF Walsh Project Management, and scored an overall 95 out of a possible 100 based on the work performed at the Revere Rumney Marsh Academy. SIGNET's key team players provided the successful combination of communication, support and management to help SIGNET achieve this outstanding score. This project was brought in on time and under budget. It is performance like this that keeps SIGNET ahead of our competition.

Contractors wishing to submit prime bids on public building projects estimated to cost more than \$100,000 for the construction, reconstruction, installation, demolition, maintenance, or repair of any publicly owned building must first be certified by the Division of Capital Asset Management (DCAM). As part of this certification, DCAM mandates any public agency and individual employed by an 'Awarding Authority' to complete and submit a contractor evaluation form at the completion of a project. This evaluation rates a Contractor's finished product quality, project management and supervisory personnel.

Great work by all involved!

Reflecting on 2008

2009 has arrived, and SIGNET would like to take a moment to reflect on 2008. We hold mixed emotions when thinking about the past year, with all its successes and challenges, and the heartbreaking loss of our Founder, Charles Caron. While the last month has been fraught with great sadness and grief, we will move forward as Charlie would have wanted us to, and continue on the path of securing our future by continuing our partnerships and forging new ones as opportunities present themselves.

In 2008, SIGNET had the honor of working on several high-profile projects in Massachusetts. After 2007's highly successful million-dollar Middlesex Superior Court project, SIGNET was granted the new Cambridge District Court in Medford, MA, by one of our most high profile clients, the Massachusetts Administrative Office of the Trial Court. Also this past year, the Massachusetts Transit Authority gave SIGNET the opportunity to furnish and implement a new video wall and control system. International Place Boston, and International Place II also awarded SIGNET the fire detection system contract for the second tower at International Place, Boston. SIGNET's performance during the first phase of this project demonstrates our ability to execute a very high-end and technically advanced project. These are only a few of the magnificent opportunities and accomplishments SIGNET was privileged to have been a part of.

SIGNET is very much aware that our nation's economic problems have resulted in a constant struggle for many. While some companies are feeling the strain, SIGNET has been fortunate and continues to grow and prosper. With this growth has come the opportunity to add new positions and initiate internal expansion projects, and we hope to continue this growth well into 2009. SIGNET's future looks brighter than ever, and we are excited to see what the new year has in store.

Testaments of SIGNET's Quality and Commitment

Administrative Office of Trial Courts

Testimonial from Dan English, Assistant Director of Security Plymouth Trial Court



Over the past several years, SIGNET Electronic Systems, Inc. has built a steadfast reputation for being an aggressive organization, taking on complicated challenges in unpredictable situations. Last year's \$1-million Plymouth Trial Court project certainly adds to this legacy. The

clout and strength of SIGNET has become very evident. Not only has SIGNET successfully delivered a complete and integrated voice, data, video, cctv, access, intrusion, and intercom solution for a large \$50-million construction site, but SIGNET also demonstrated the skill and professionalism to support a demanding end-user client.

"Bradford,

The employees that worked on this project are outstanding professionals, and it's refreshing to get such great representation from a single company. These individuals have strong focus on the work and do not allow distraction to interfere.

The primary impression is from their ability to discuss the issues, allowing a unified swift movement to the solution. Talking and Listening; that is true skill. The secondary impression is from the value of their active discussions with me, as the customer representative and documentation to finalize the cause and solution to the problem. These communications are key to allowing our understanding of the security system product that has been installed.

We use the security products to increase the odds to protect the people. SIGNET provides a high-level starting point, and that is of great benefit.

SIGNET's people stayed determined (with great interest) at reaching the solution to the WinDSX SQL database issue. Testing had gone well and I took it upon myself to start closing up one of the DEML devices. One of your technicians came right over and professionally expressed the need to look at the device interior, just one more time. He didn't let commonness (tiredness) get in the way. He opened up the device, checked everything one last time and made the connection. That's class.

Rhode Island Judiciary

Testimonial from Steve Reed, Assistant Administrator of Facilities & Operations



In recent months, SIGNET has received several testimonials from clients who have praised the work of SIGNET's technicians, products and business practices. We would like to take this opportunity to share one of these accolades with you, our valued clients and

vendors.

"I wanted to tell you how pleased I was with one of your technicians today. He came in to fix the Capitol Police DVR at the Licht building that had stopped working. He spoke with tech support to try and resolve the problem. They told him it was most likely the motherboard, and it needed to be sent back. Joe gave the DR a final look and found that the jumper for the CMOS chip was missing.

He replaced the jumper and the DVR came up without any problem. I'm sure most techs would have just shipped out the DVR, and the company would have replaced the motherboard as expected and charge us for the repair. Not to mention the aggravation of sending out the DVR, reprogramming the spare. Joe is a great asset to SIGNET, and the RI Supreme Court is pleased to have SIGNET as our service provider."

SIGNET would like to thank those involved with this project for your diligence and your continued efforts in the field!

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