

**BUSINESS**

# CONNECTIONS

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## Comporium is Meeting the Challenges of Courthouse Security



*Business Connections* is a publication of Comporium, P.O. Box 470, Rock Hill, SC 29731.

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# BUSINESS CONNECTIONS

## Security concerns affect businesses from small to large, and Comporium provides solutions designed to fit them all.

There's so much to worry about when you're running a business, but with Comporium's solutions, you can at least gain peace of mind when it comes to the security of your data, building, employees and visitors.

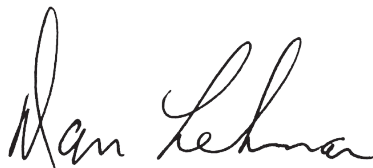
This March issue of *Business Connections* looks at the topic of security from several angles, beginning on page 3 with an **overview of common threats**—such as power outages and data theft—that should be part of disaster recovery planning for any business. **Data storage from Comporium** can be part of your plan to help ensure the security of your valuable data.

You'll find a discussion on pages 4 and 5 of the **comprehensive range of security solutions** offered by Comporium. I share my thoughts about security in this article, as does Jonathan McDonough, Security Sales Consultant. Together we cover Comporium's history with security products, highlight what's most exciting in the field today and explain the advantages of choosing Comporium as your security provider. (Here's a hint: Being local is high on the list.)

On page 6, you'll find a **Business Spotlight on Lancaster County Government** that showcases the Comporium **security solutions in place at the Lancaster County Courthouse**. They include many interior and exterior security cameras as well as door controls and alarms to monitor the movement of the public, employees and inmates.

Regardless of the security challenges your business faces, you can feel confident about trusting Comporium to solve them. Contact us soon for a consultation.

Sincerely,



Dan Lehman

VP of Security, Monitoring and Automation





# Planning for Common Threats

*Be prepared for small events that can cause big problems*

Disaster recovery plans typically focus on big threats like floods, fires and pandemics. Keep in mind, however, there are smaller and more common threats that also present challenges. Be sure to address issues like these in your planning:

## Outages

Outages can occur as the result of a variety of everyday events. Your business could be left without Internet and phone services because a property owner cut a fiber bundle while digging, a truck hit a utility pole or a storm caused damage. To prepare for this contingency, you may have backup generators. If so, make sure you keep them maintained and stock up on enough fuel to make it through an extended power outage.

## Data Theft and Sabotage

Disgruntled employees can cause major problems if they express their frustration through the theft or sabotage of company data. They know exactly what is most valuable to your company, and how to access this data and equipment. To reduce your exposure, develop a plan for keeping your backup tapes stored safely at an offsite location and have a policy for changing passwords to prevent data access by former employees.

## Backup Tape Failures

If you use a tape backup routine, be sure to rotate tapes since they can go bad over time. It's also a good idea to do routine restore tests of backup tapes to ensure corruption isn't taking place. Finally, encrypt your tapes to prevent the information from being used by others and never store them at your place of business

*For information and resources related to the disaster recovery planning process, visit [www.ready.gov/planning](http://www.ready.gov/planning)*

## DID YOU KNOW . . . A HARD DRIVE CRASHES EVERY 15 SECONDS?

Over 2,000 laptops are stolen or lost every day? 1 in 5 computers suffer a fatal hard drive crash during their lifetime? Don't let your business become one of these statistics. Choose Comporium for your data storage. Our solutions are:

- **Easy** – Ten-minute account/software setup. Automated protection.
- **Secure** – Military grade encryption (AES-256). Secure pass phrase recovery.
- **Innovative** – Continuous incremental backups. Visual policy editor. Exchange/SQL Server support.
- **Complete** – Fully-featured remote and local backups. Unified configuration.

*To learn more, visit [www.comporium.com](http://www.comporium.com)  
> BUSINESS > Network Solutions >  
Data Storage.*

# For Peace of Mind, Choose Comporium **SECURITY SOLUTIONS**

You'll benefit from our local presence,  
local monitoring and local experts

**Y**ou count on Comporium for communications solutions to keep your business connected. Did you know you can also count on Comporium for security solutions to keep your business protected? To update you on what Comporium offers in the area of security, we visited with Dan Lehman, VP of Security, Monitoring and Automation, and Jonathan McDonough, Security Sales Consultant.

## *When and why did Comporium enter the field of security?*

**LEHMAN:** Comporium started offering security solutions back in 1987. Comporium's leadership team was visionary and always looking at how technology was changing and which products to add. Since security was an installable service inside homes and businesses, it paired well with Comporium's telephone and cable TV services. From day one, we offered security to both residential and business customers.

**MCDONOUGH:** I'd add that Comporium continues to stay abreast of new technology. For example, we're migrating away from security monitoring over POTS (Plain Old

Telephone Service) to cellular-based devices using cell towers.

## *What advantages does Comporium offer as the local security provider compared to national companies?*

**MCDONOUGH:** There are many advantages. One of the first that comes to mind is that because Comporium is local, we can respond quickly to a service issue when the situation warrants it. Our local security technicians are on call 24/7 and most of our service calls get a response that same business day.

**LEHMAN:** Another major advantage of choosing Comporium for your security system is that we have our own local monitoring station incorporated into our telecommunications Central Station. This UL-approved facility is staffed by highly trained and knowledgeable professionals who also live in the same communities as Comporium's customers. By contrast, with national security providers, the monitoring stations may be located out of state.

In addition, Comporium has been recognized with a number of security-related awards



over the years. We received a local community service award from Honeywell, our equipment supplier, and were named Dealer of the Year. Comporium was also selected as part of the "Hot Technologies" section at the NTCA Expo 2010 and received the 2012 Independent Technology Award from *CableFAX: The Magazine*.

## *What types and sizes of businesses can be served by Comporium security solutions?*

**MCDONOUGH:** Comporium works on security projects of all kinds—everything from small retail stores to large manufacturing facilities. We truly handle the needs of all community businesses. In one day, we may be out looking at a medium-sized warehouse to plan a fire system and then visit a small business to discuss a ReadyHome system. We recently completed a security project for the Lancaster County Courthouse that involved the integration of security, access control and camera systems and the installation of 160 surveillance cameras.

**LEHMAN:** Besides providing security solutions directly to end users in our

local service areas, Comporium also offers wholesale security products to 65 telephone companies and cable operators in 23 states. We sell security hardware to these companies and provide them with security training and expertise as well as monitoring services through our Rock Hill facility. This broad experience in the security category makes us particularly well qualified to fulfill the security needs of our local business customers. Comporium is now so much more than just a telephone company.

### **What would you say are the newest and most exciting technologies in terms of security?**

**LEHMAN:** Comporium is now focusing on interactive technologies such as video monitoring, which lets owners and managers see real-time video of their businesses from smartphones and other Internet-enabled devices. They can also access other real-time information and get answers to questions such as: When is a business opened or closed? Did an employee come to work? Did an employee leave without arming the security system? Comporium also offers equipment that enables customers to remotely manage and control lights, thermostats and more through Interactive Services. For businesses, it comes down to decisions about what information they're seeking. They can tell us, "These are the things I want to know and manage about my business via texts, emails, etc."

### **What's the next step if a business is interested in Comporium security solutions?**

**MCDONOUGH:** Simply call your local Comporium office and ask for a free security consultation. We'll visit the business, evaluate the space and discuss its security needs in order to develop the best solution. In most cases, some of the expense of the monitoring costs will be recouped through premium discounts of up to 20 percent from the insurance provider.



Jonathan McDounough (left) and Dan Lehman (right)

## Comporium Has All Your Security Needs Covered



Comporium will put together a security solution to precisely fit the needs of your business, regardless of its size. Options include:

- **Basic Wireless Security System**

Ideal for small businesses with limited security needs, our Basic Wireless Security System offers great value and peace-of-mind.

- **Customized Security System**

Depending on your needs, this system could include door contacts, glass breaks, motion detectors, foot rails and more.

- **Fire Systems**

Comporium offers fire systems — including heat indicators and smoke detectors — to protect your business, employees and important files stored on premises.

- **Video Surveillance**

Having a video surveillance system installed in your business is vital in reducing crime and protecting your assets. Watch over your business via the Internet anywhere, anytime.

- **Access Control**

Easily restrict or grant access to certain areas with customized ID badging. You can add additional layers of security with biometric devices such as hand scanners and finger print readers.

- **Monitoring**

Comporium's UL-approved local monitoring station will help protect your business from intrusion and fire. With around-the-clock monitoring and a close working relationship with local law enforcement, rest easy knowing you are in good hands.

*Call Comporium today to schedule a free security consultation: Rock Hill at 803-326-6011, Fort Mill at 803-548-5000, Lancaster at 803-286-9000, Charlotte at 704-945-7000 or Brevard at 828-884-9011.*

# Lancaster County Government

Courthouse security is one of many solutions provided by Comporium



Comporium has been proudly meeting the communications needs of Lancaster County Government for decades. We currently deliver Telephone, Cable TV, High-Speed Internet, Metro Ethernet and other dedicated transport services to Lancaster County Government. We have worked closely on various projects throughout the years and were truly honored to be selected as the primary security provider in 2011 for the Lancaster County Courthouse project.

## Customized and Comprehensive

Jeff Hammond, Lancaster County Clerk of Court, works with the Family, Criminal and Civil Courts. In this capacity, Hammond worked directly with Comporium to plan and install the security solutions at the new Lancaster County Courthouse in 2011. He says, "Our former courthouse building had no security system in place and now we have a comprehensive system from Comporium. We went from 0 to 250 mph."

**The Lancaster County Courthouse is protected by Comporium security solutions including:**

- Cameras that provide complete coverage of the building's interior and exterior
- Building access and control
- Enhanced elevator controls
- Monitored contact and motion sensor alarms

Hammond also notes, "These security solutions were selected to meet the needs of the Lancaster County

Courthouse and its three different travel patterns — public, employees and inmates. For example, the parking lot cameras are always being monitored, which provides comfort for employees and to the public. These cameras have zoom lenses so we can follow the movements of a particular person if needed."

He adds, "I get calls throughout the year from other people serving in Clerk of Court positions across our region. They invariably comment on our security systems from Comporium. The Lancaster County Courthouse is considered a showplace when it comes to courthouse security. A lot of folks may have some security but not this much."

***The Lancaster County Courthouse is considered a showplace when it comes to courthouse security.***

—JEFF HAMMOND, LANCASTER COUNTY CLERK OF COURT

## Comporium Gets High Marks

Hammond is pleased with the responsive service he gets from the Comporium security team. "It's been a good experience working with them these past few years. I'm most impressed with the fast response time Comporium provides once an incident is reported. For example, if a camera goes down in a critical area such as inmate holding, we call Comporium and they're here within the hour. They're good friendly folks and you always know who you're dealing with at Comporium," he says.

# COMPORIUM in the Community

## COMPORIUM SPEARHEADS GRANT DOLLARS FOR KEER AMERICA

The 2013 decision by Keer America, a Chinese-owned textile company, to locate its manufacturing facility in Lancaster County was great news. Keer America plans to ultimately employ around 500 people to work in the 230,000-square-foot facility on a 140-acre site in the panhandle area of Lancaster County. There will also be a 10,000-square-foot administration building constructed on the site.

Lancaster County offered many advantages to Keer America. In addition to the area's good textile foundation and strong labor pool, Lancaster County was also able to help find funding for infrastructure projects. This was due to the efforts of Comporium and our affiliates—Spirit Communications, based on Columbia; and Home Telecom, based in Moncks Corner. Comporium was able to use a South Carolina tax code to redirect utility taxes due to the state to support a qualifying local economic development project.

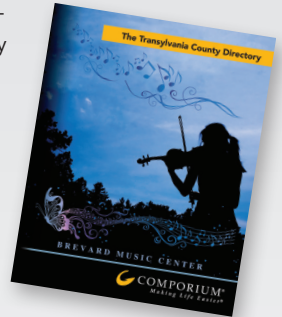
Comporium's Greg Austin, Senior Vice President of Sales and Business Services,

explains, "We had already earmarked tax credits from our communications business in Lancaster and York counties, but thought that if Spirit Communications and Home Telecom hadn't committed their funds yet, we could come up with something for this very worthy project."

Wally Wang, Deputy General Manager for Keer America, was on hand on January 3, 2014 at the Lancaster County Administration Building for the "giant check" presentation to signal the \$229,000 in funding designated for infrastructure projects. According to Keith Tunnell, President of Lancaster County Economic Development Corporation, the funds from the tax credits were meaningful and would impact more than just Keer America. Says Tunnell, "The commitment of these grant dollars for the Keer America project will enable the County to match an Economic Development Authority grant of more than \$18 million that will improve water, sewer and road infrastructure for not only this project but additional projects and expansions along Old Bailles Road and SC 160."

## BREVARD MUSIC CENTER FEATURED ON NEW COMPORIUM PHONE BOOK

The 2014 Transylvania County Directory, designed by Comporium's Media Services Department, features the Brevard Music Center.

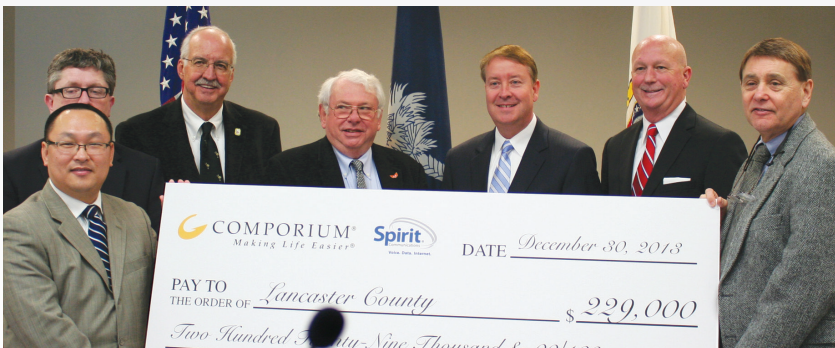


The butterfly represents the beautiful nature of the area combined with the playful musical orientation. The image of the young girl juxtaposed with the image of the older couple on the back cover is a symbol of the broad mixture of residents who enjoy life in Transylvania County.

Frank Porter, Comporium General Manager, said, "Brevard Music Center is such an integral part of the culture that it is only fitting to recognize the institution. The cover and book highlight music, outdoors, the beauty of our community and our youth as well as our seniors."

Since its inception in 1936, the Brevard Music Center has matured into one of this country's premier summer training programs and festivals, and has hosted more than 400 gifted students, ages 14 through post-college. The faculty and students work together to present more than 80 concerts to the public, with a total audience of more than 30,000 each summer.

Distribution of the 19,700 directories was completed in January 2014. Extra directories are available at our retail location at 190 E. Main Street in Brevard.



Shown at the Lancaster County check presentation are from left: Wally Wang, Deputy General Manager, Keer America; Keith Tunnell, President, Lancaster County Economic Development Corp; Larry McCullough, Chairman, Lancaster County Council; Steve Gedney, Chairman, Lancaster County Economic Development Board; Greg Austin, SVP Sales and Business Services, Comporium; Roddy Broadnax, Director of Marketing, Spirit Communications; and Douglas Lundell, SVP Asst. to Chairman/CEO, Comporium

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- Closed Circuit Television
- Smoke Detection
- Custom I.D. Badging
- Surveillance Systems



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