



# Justification for Attending 2017 TMA Fall Operations Seminar Embassy Suites, Chicago O'Hare Rosemont November 5-7, 2017

## Event Description:

The 2017 TMA Fall Operations Management Seminar is one of three annual educational meetings offered by **The Monitoring Association (formerly CSAA)**. This year's features include:

- More than 100 functional and operational managers from member companies gather for networking and operational monitoring education.
- Between 25 and 40 monitoring companies, along with another 12 to 20 associate member companies (device manufacturers, software vendors, telcom carriers, MSOs and others) are expected to attend.
- The size of the group allows for a diverse exchange, and keeps conversations very interactive and access to the speakers and panelists as easy as raising your hand.
- Educational programming focuses on best practices in monitoring centers, including updates on the latest industry standards, staff management, the latest news in software and equipment, and other operational best practices, processes and procedures.
- **Hosts: Walgreens and UL, LLC** will be co-hosting the meeting attendees and offering exclusive TMA tours of their campuses. Walgreens, at their security operations center in nearby Deerfield, IL, and UL at their headquarters and laboratories in Northbrook, IL.



Walgreens Global Security Operations Center is the retail industry's leading proprietary 24/7 security support facility. Launched in 2012 as a hybrid of alarm monitoring and emergency response, the Walgreens GSOC supports one of the largest and most iconic retail drug stores in the United States.

Join us to learn more about Walgreens' approach and strategies for:

- Intrusion, fire, panic, and environmental alarm monitoring
- Situational intelligence
- Emergency preparedness and response



With more than a century of experience and technical expertise in the life safety and security industry, UL provides testing, inspection and certification services that help protect lives and property.

Go behind the scenes for this interactive tour of UL headquarters. Participants will see first-hand UL's fire protection engineering facilities, the security and signaling lab, and will tour the UL museum. Gain insight on UL's testing process, see testing in action, and learn how UL's work can be utilized within the alarm industry. Q&A session included.

In addition to an extraordinary tour experience looking to our past to see the future, a highlight of the event is a 2-hour **Roundtable Exchange** session that allows all participants to **"Come with a problem, leave with a solution!"** All attendees will be surveyed to stay focused on trending topics.

### Our company should be represented!

<p><b>Registration fee:</b> \$595 (TMA Members); \$695 (Non-Members)  <b>Air Fare:</b> \$ _____  <b>Hotel:</b> ( ___ days at \$155) <b>Total Hotel:</b> _____  <b>Food:</b> \$ _____ (for Dinners on Mon/Tues)  <b>Other Expenses:</b> \$ _____</p>	<p><b>Total Estimated Cost:</b> \$ _____</p>
---	--