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2021 TMA Excellence Awards Winners Announced

Vivint Home Security and Universal Atlantic Systems take top awards

April 16, 2021, McLean, VA – The Monitoring Association (TMA) presented its 2021 Excellence Awards virtually yesterday. TMA’s Monitoring Center Excellence Awards recognize monitoring centers and outstanding personnel who perform in the highest professional manner, thereby making a significant contribution to the betterment of the alarm industry and the alarm profession while demonstrating exceptional service to their customers and community.

The 2021 Excellence Award Winners are:

2021 Monitoring Center of the Year – Enterprise Level –_Vivint Smart Home

2021 Monitoring Center of the Year – Small-to-Medium Business Level –_Universal Atlantic Systems (UAS)

2021 Manager of the Year - Jonathan Rainbow, Rapid Response Monitoring Services, Inc.

2021 Operator of the Year - Diandra Dean, Affiliated Monitoring, Inc.

2021 Support Person of the Year – (Tied) Michelle Quattrini, Rapid Response Monitoring Services, Inc. and Deepak Bysani, Affiliated Monitoring, Inc.

The purpose of this awards program is to:

- Establish and promote the inherent value of professional monitoring services in general.
- Honor those who have made the most significant contributions to the service.
- Promote the distinct level of professionalism attained by NRTL-approved monitoring centers.

NEW in 2021, TMA introduced a newly restructured Monitoring Center of the Year category for application, which segments entrants based on the size of their business. The new Enterprise Level category welcomed applicants with more than 40,000 subscribers, while the Small-to-Medium Business (SMB) Level category was established for those with 40,000 or less subscribers.

TMA’s Monitoring Center Excellence Awards are co-sponsored by *SDM Magazine*, which will publish a feature story on the winners in its August issue. Entries are judged by a blue-ribbon volunteer judging panel appointed by TMA. For past winners and more information, visit www.tma.us.

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About The Monitoring Association

The Monitoring Association (TMA), formerly the Central Station Alarm Association (CSAA), is an international non-profit trade association that represents professional monitoring companies, security systems integrators, and providers of products and services to the industry. Incorporated in 1950, TMA represents its members before Congress and regulatory agencies on the local, state and federal levels, and other authorities having jurisdiction (AHJs) over the industry. Learn more online at <https://tma.us/about-tma/>.