

Honeywell to Sell US Security Monitoring Business

Source: *SDM Magazine On-line*

Honeywell International Inc. plans to sell its U.S. security monitoring business, which serves residences and a few small businesses. The division has been part of Honeywell's home and building controls unit for more than 30 years. It has annual sales of \$ 270 million and 1,400 employees at 62 locations nationwide.

The company said that selling its security monitoring business will allow it to concentrate on commercial and industrial customers. In addition, analysts noted that a sale also would eliminate a conflict that resulted when Honeywell bought Pittway Inc. in February. Many of the companies that buy Pittway security alarms, such as Tyco International's ADT, compete against Honeywell for monitoring customers.

"The home-security monitoring business has become much more competitive in recent years with the entry of mass marketers," said **Joseph P. Freeman**, president of J.P. Freeman & Company. "The mass marketers have taken away a lot of business from the small local shop and companies like Honeywell," he said. "For whatever reason, Honeywell never got into mass marketing."

"In monitoring, capital investment is something you have to do every three to four years because technology changes," said Freeman. "They may not want to put money into the business." Freeman said the margins are much better in the commercial and industrial markets, where the customers are looking for a "good, complete market basket of products."

Honeywell, which merged with AlliedSignal last year and moved its headquarters to Morristown, N.J., told employees two weeks ago that the unit would be put up for sale.

The company wants to complete a sale by Sept. 30, when its third quarter ends. If no agreement is reached by that time, however, the company plans to keep the process going until a sale is finalized.

Honeywell said it hopes the unit's buyer will keep most if not all of the employees.

Honeywell has already sold its overseas residential security monitoring operations. □



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Signals

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Voxcom to Host Next Call Center Management Seminar

Voxcom, Inc.'s Brad Sparrow, President and CEO, **Marcie Heron**, Manager, Emergency Response Center, and their entire organization will be the hosts of the September 10-12, 2000 Call Center Management Seminar which will be held at the Fantasyland Hotel in Edmonton, Alberta, Canada. This is the first time this seminar is being held in Canada.

The sponsors of the seminar are the **Central Station Alarm Association (CSAA)**, the **Security Industry Association's (SIA) Monitoring Interest Group** and the **Monitoring Section of the Canadian Alarm and Security Association (CANASA)**.

Craig Leiser, President, Kismet Group and **Tina Richardson-Jones**, President, Figaro Consulting will chair the event.

Seminar participants will be able to learn more about Voxcom's call center procedures and to tour its facilities. Other topics covered will be a comparison between Canadian and U.S. monitoring; human resource practices; tying marketing, sales, installation, operations services, monitoring, customer service & field service together; a technology update; and an update on SIA, CSAA, and CANASA.

Please plan to attend and share your valuable experience and information with your peers.

For the most up-to-date agenda, registration forms and other information about the seminar, click on the "Call Center Management Seminar" button at www.csaaul.org. □