![Micro Key Solutions logo — Manage–Control–Succeed]

Media Release

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**Micro Key Solutions Demonstrates
New Mobile Applications at ISC West 2011**

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Kissimmee, Florida USA— Micro Key Solutions, a leading provider of world-class software solutions for the security alarm industry, created significant buzz at ISC West 2011 in Las Vegas by being the first alarm dealer and central station software developer to demonstrate mobile applications designed to revolutionize the way dealers and central stations run their service and installation departments.

Micro Key's booth staff was kept busy demonstrating two of their newest apps; WebTech and Mobile Virtual Operator. WebTech is an application that allows technicians to receive Service/Installation Tickets in the field electronically. The application enables field technicians to get a list of their Service Tickets, view service history, create a "pick-list" of parts, indicate if they utilized inventory or materials live, type a summary of the service calls, put accounts on and off test, as well as capture signatures and complete tickets. This technology is available for any mobile device with internet access: iPhone, Droid phones, laptop computers and iPads. When asked for her reaction to this new app, Victoria Ferro, business development manager, beamed when she said, "Our head

developer really created a product that captures true functionality, in an easy to use interface. It's way cool and I am so proud of the end-result product."

Mobile Virtual Operator is a similar product with a slightly different focus. This application is designed for installing technicians in the field to test the zones and to receive instantaneous status updates without having to call in and speak to an operator or use older phone technology. The app can also be used to put accounts on and off test and to verify the Zone Description. Victoria added that, "Verifying Zone Description is huge and a limitation in older telephony products. The developer who created this product created an extremely easy, straight forward application that will reduce the amount of time a technician needs to spend testing zones." This application simplifies the process of getting subscribers online for full service and contract central station dealers. Shortening the time to get subscribers online enables them to increase the number of installs thus increasing their revenue potential. Mobile Virtual Operator is currently available for the iPhone. Victoria commented that, "Having these two applications to demonstrate at the show increased our booth traffic which made this year's ISC West one of the most productive and successful shows we've had in our history."

For over 26 years, Micro Key's software solutions have helped large central stations **manage** their back office operations and **control** their businesses, enabling them to **succeed** in maximizing their potential. Its team of experts and friendly support professionals is unmatched and has helped make its fully integrated Millennium Series Modules the best choice for central stations and alarm dealers. Take a tour of www.microkey.com to see how they provide faster response times and greater efficiency, helping security businesses generate more profits than ever before!

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