



## CSAA'S FIVE DIAMOND PROGRAM: GETTING US TO THE NEXT LEVEL

*By David Lee, manager, Security Operations Center, WM Security Services, Inc.'s Security Operations Center (SOC).*

In 2004, WM Security Services' Security Operations Center (SOC) began as a security and safety monitoring resource for Waste Management (WM). From intrusion, fire, video and environmental monitoring to lone worker safety, SOC's strategy was to ensure that WM's over 2,000 facilities and employees were intelligently protected. As the roles and responsibilities of the SOC expanded, leadership realized that a formal training program from an organization with decades of skilled professional and experience was needed.

WM Security Services enrolled the first SOC operator in Central Station Operators Level I training course in the summer of 2006. Initially, operators were assigned training over intervals. However, as the value of the training courses became evident, the commitment to have every operator trained within the initial periods of their employment became a goal and priority.

The areas of focus in the CSAA Level I and II training courses enhanced the knowledge of our operators and permitted them to function at a higher level when dealing with alarm signals, troubleshooting, customer interaction and PSAP dispatch.

The SOC decided to take the center to the next level in 2008 by pursuing the CSAA Five Diamond Central Station Certification. Customers were becoming an integral part of the daily monitoring operations, and a certification to demonstrate the enhanced training and professionalism that SOC operators possessed was viewed as a worthwhile investment.

Today, WM Security Services' SOC continues a regimented schedule for assigning Level I and II courses to all of its operators. The benefits of being a CSAA Five Diamond Central Station are evident when potential customers seeking a NRTL-approved station focus on one that has achieved a standard of excellence with their personnel.

Not only does the customer see the established infrastructure integrity and redundancy, but also a commitment to maintain a highly trained team focused on alarm industry improvement and exemplary levels of customer service.

From incorporating the CSAA Five Diamond logo in produced videos to placement on company handouts, the benefits of being a CSAA Five Diamond Central Station continue to be recognized.



*Pictured from left (front row): WM Security Services' Peter Tran, Tina Tucker, Rex Anderson, Emilio Gonzales and Marisol Gutierrez. Back row: David Lee and Gerardo Martinez. Note the CSAA wall in the background.*