



**ENGINEERED
PROTECTION
SYSTEMS, INC.**

Volume 8, Issue 3
Summer 2007

Triangle Associates' Savannah Lakes Community Rewards



It wasn't long ago that the name Triangle Associates Inc. was mostly associated with educational and commercial construction. In fact, with more than \$100 million in annual sales, the 90 year-old Grand Rapids-based company is one of the largest and most historic commercial construction entities in Michigan. But complacency isn't what took this family-run business from start-up to industry-leader, and new opportunities and challenges waited for the Triangle team in the form of the

residential housing market.

Enter Savannah Lakes. This inviting community just outside of Zeeland, Michigan is beautifully set on natural woodlands and wetland areas that nestle against a sparkling five-acre pond. More than 300 homes will adorn the landscape, and as

Triangle Associates' President Craig Datema, AIA tells it, his team had specific needs regarding the amenities made available to its homeowners. "Savannah Lakes is a family-friendly community that offers a little something for everyone. Whether it is a stroll along the water, a hike through the woods or a quick trip downtown, we want to offer a little of everything that the good life offers to our homeowners" said Datema. "We purposely carry that theme indoors by demanding that the available custom home features transcend the expectations of our future homeowners, and that includes optional features such as the customized *EPS* Security Systems."

Triangle's approach is a reflection of the current custom home market. Today's buyer is educated regarding the wide array of available amenities, and they expect the option of choosing the best available features. "It is not uncommon for some builders to seek the lowest-common denominator as a security solution, but we knew from our past work with Triangle that we would have to

offer a unique solution," said Dawn Lubben, a 15-year veteran at *EPS*. "Craig and his team asked that we walk the homes, review the plans and immerse ourselves in the lifestyle of the community so that we could offer a solution that mirrored the Savannah Lakes experience." The result is a propriety safety system available for each home model that offers a full home intrusion detection system, systems that detect fire across multiple levels and a furnace detection system that detects changes in operation as well as carbon monoxide levels.

"In an upscale community like Savannah Lakes, we're going to

have some homeowners that have second or third homes here. Our home safety systems have to be the best of the best," Datema said. "I think we've been successful in offering our community members the option of choosing the best security system available."



RESIDENTIAL SERVICES

Heat & Smoke Detection
Intrusion Detection
Furnace, Sump Pump & Freezer
Failure Monitoring
Emergency Medical Alert
Panic & CO Alarms

COMMERCIAL SERVICES

| | | |
|----------------------------|-------------------------------|--------------------------|
| Video Surveillance Systems | Holdup Alarms | Guard Tour Monitoring |
| Access Control Systems | Safe & Vault Monitoring | Fire Testing |
| Heat & Smoke Detection | Power Monitoring | Preventative Maintenance |
| Fire Systems Monitoring | Industrial Process Monitoring | Mandated Inspections |
| Intrusion Detection | Furnace & Boiler Monitoring | Elevator Monitoring |

EPS Offices Get “Makeover” Worthy of Primetime

If the average American redecorates their home every five to seven years, then the **EPS** headquarters was due for a change.

The building, located on the banks of the Grand River in beautiful downtown Grand Rapids, has been home to **EPS** headquarters since it was erected 18 years ago. During that time, the site has seen little in the way of transformation, save for the occasional conference room table or office desk. That all changed this winter when the **EPS** offices went through a makeover worthy of the title “extreme.”



The real work began a year ago with the assembly of an experienced team of interior designers, architects, office furniture consultants and builders. The team addressed all aspects of the **EPS** space to update functionality and aesthetics. Sales and administration offices, installation

and service departments, stock room and technical staff facilities and diagnostic and repair areas were expanded and tastefully re-designed. In addition, a new 1,000-square-foot training facility was erected. In all, **EPS** headquarters went from 14,000 to more than 21,000 square feet.

It was essential that the space be addressed sooner than later, as **EPS** Vice President Kevin Carlson tells it. “Our company has more than doubled in size during the past 10 years, so in addition to adding people and giving them a comfortable working environment, we needed to make room for new technologies to better serve our customers,” he said.

The “technology” Carlson refers to is the brand-new **EPS** Central Station, housed on-site. As West Michigan’s only Factory Mutual (FM™) and Underwriters Laboratories (UL™)-approved monitoring station, it provides industry-leading monitoring services for **EPS** customers. It’s twice as large as the former Central Station to accommodate five new servers, and

the latest in flat screen monitors and computer technology. It’s also outfitted with twice the number of operator stations to allow for an operator-to-customer ratio that is unparalleled in the industry.

Perhaps the biggest change of all was the conversion from analog to state-of-the-art digital servers and receivers in the Central Station. “We spent a lot of time and money making sure this new technology works properly with the variety of systems installed on-site, and we were rewarded with a response time that is six times faster than the analog technology still commonly used,” Carlson said. “I like new carpet and paint as much as the next guy, but it’s the five-second response times that get me fired up.”

The “makeover” extended all the way north to the **EPS** offices in Traverse City where the space doubled in size to accommodate new sales and



administrative staff. “We’ll continue to regularly invest in our people and our technologies because it’s the nature of our industry,” said Carlson. “But I won’t promise new paint and carpet every two years.”



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