



## Quarterly Dispatch

### Boyd & Associates Expands Through Strategic Acquisition

Boyd & Associates is proud to announce the acquisition of Exclusive Alarm Services. This strategic expansion strengthens our service capabilities and reinforces our long-standing commitment to providing reliable, professional security solutions for both residential and commercial customers.

As a family-owned company serving Southern California for decades, growth has always been intentional. This acquisition allows us to better support our customers with expanded resources, enhanced service continuity, and the same high standards of monitoring and response they expect from Boyd & Associates.

For current customers, no action is required. Our team remains focused on delivering dependable protection, backed by experienced professionals and proven systems.



### TIME TO UPDATE YOUR CALL OUT LIST



Life changes, and your security system should keep up.

If you've recently changed phone numbers, added new contacts, or experienced staff or household changes, now is a good time to review and update your call out list. Keeping this information current ensures our monitoring team can reach the right people quickly when it matters most.

For added convenience, customers can update emergency contacts directly through our website under the Support tab. Of course, our team is always available to assist if you prefer to make updates by phone.

# What Does 24/7 Protection Really Mean?

“24/7 monitoring” is a phrase often used in security, but not all monitoring is the same. At Boyd & Associates, 24/7 protection means constant, professional oversight by trained specialists—every hour of every day.

## Real People, Real Monitoring

Our systems are monitored by trained professionals working inside a dedicated monitoring center—not from home, not automated responses. This means every signal is reviewed by experienced operators who understand how to assess situations and respond appropriately.

## Always On, Even When Power Isn’t

True 24/7 protection doesn’t stop when the power goes out. If your system loses power, it immediately sends a signal to our monitoring center. If the outage continues, our team is aware and prepared to respond as needed. Backup power and communication pathways are critical to ensuring continuous protection.

## Around-the-Clock Awareness

24/7 monitoring means your system is actively watched at all times, not just during business hours. Whether it’s late at night, early morning, weekends, or holidays, signals are received and handled without delay.

## What This Looks Like in Real Life

- A door opens unexpectedly after hours and our monitoring team responds immediately.
- A power outage occurs while you’re away and we’re alerted right away.
- A system signal comes in overnight and trained professionals assess and act without hesitation.

## Why It Matters

Security isn’t only about equipment, it’s about the people behind it. Knowing your system is monitored continuously by professionals who are present, trained, and accountable provides confidence that protection is always in place.

At Boyd & Associates, 24/7 protection means constant vigilance, reliable communication, and real people focused on keeping your home or business secure—day and night.



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