

## As the Combination Spins



**Happy Thanksgiving!**  
Enjoy and have a SAFE day with friends and family.

### Corporate Safe Specialists Welcomes Dan Taylor as New Business Development Executive

Corporate Safe Specialists (CSS) announced the hiring of Dan Taylor as Business Development Manager for the Advanced Cash Control System (ACCS) product platform. With over 20 years of experience in the electronics and security industry, Dan brings a well rounded and unique understanding of the security market, channel penetration strategies and product planning to CSS. He will have broad responsibilities in this key management position including business development, channel management and product line development for the ACCS Platform.

“Dan comes to CSS with a wealth of industry knowledge and experience which will be invaluable as we continue to forge strategic

alliances and develop new channels of opportunity for delivering cash efficiencies to retailers.” states Tom Hartmann, Vice President ACCS Global.

Prior to joining CSS, Mr. Taylor held senior positions in business development, channel management, production, purchasing and supply chain management at Mars Electronics/MEI Inc.

“I am excited to bring Dan’s exceptional talent to CSS,” said Ed McGunn, President and CEO of the Company. “Dan will play an important leadership role in this high growth area for CSS. He will be a great addition to our management team.” Everyone please welcome Dan to CSS the first chance you get.

### The Ace Team Deals a Winning Hand

The ACE Team (Accurate Customer Experience) maintains a laser focus to make sure their clients get the customer experience they deserve. For one of Corporate Safe’s top clients all work orders are submitted through a facility maintenance company. This client has special requirements when processing the work orders for service at their stores so they can effectively track vendor performance.

One of the requirements is that the service technicians must use the stores Integrated Voice Response (IVR) to check in when they arrive onsite and check out when they have completed the service. The system grades all vendors on this procedure giving them a scorecard every month of what percent of the time the service was completed properly. Our goal is to ensure that our agents are following procedures to meet the Service Level Agree-

ment (SLA) and metrics set by the customer.

During the month of October the ACE team achieved it’s highest ever IVR compliance rating for this client. This is a significant event recognized by the client and a testament to the discipline and attention to detail of the ACE team.

Customer service continues to be one of the cornerstones of Corporate Safe’s outstanding performance in the marketplace. Congratulations to the ACE team and keep up the good work! Ace team members are Anya Redden, Amos Dortch, Kevin Burney and George Miller. The ACE Team lead is Martina Herrera.



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**Congratulations to Karl Watson**, this month's **High Achiever**. Karl made it into our millionaire club with over 1 million in sales in calendar year 2009.

*Well done Karl!*



## How a Counterfeit Detector Pen Works?

The counterfeit detector pen is extremely simple. It contains an **iodine solution** that reacts with the starch in wood-based paper to create a black stain. When the solution is applied to the fiber-based paper used in real bills, no discoloration occurs. The pen does nothing but detect bills printed on normal copier paper instead of the fine papers used by the U.S. Treasury.

**Got a CSS story to tell? Like to write?**

Submit articles for consideration to:  
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## CSS Software Development ... Then, Now and Tomorrow

A note from Ed McGunn on the evolution of our software development capabilities at CSS.

We have come along way since our affair with software development began. We have evolved from point solutions to meet specific customer needs to where we are now—effectively managing one of the best product platforms in the industry. Even with how far we have come, we are always striving to make it better and we are halfway to where we want to be - Lean Software Engineering.

It all began with a vision of integrating a computer into an all-mechanical safe to make a 'smart safe'. This vision kicked off a focused software development effort to build our Advanced Cash Control System – ACCS. No documents, no product roadmap to follow, we started with tactical development and it was Ad-hoc in nature! Slowly but surely, as the time went by, ACCS software started maturing.

As they began to understand the benefits a 'smart safe' could bring to their operations, customer demanded more out of the software. The features, functions and capabilities of the software grew. This created a need to formalize our development processes, which lead to adoption of a waterfall software development model. We improved our ability to manage source files, to record updates, monitor revisions and manage software deployment.

As our ACCS software is for the security industry it requires a disciplined and comprehensive test processes to make it robust and fail proof. This need lead us to devising a comprehensive test suite of over 500 test cases, defined test plans and reporting tools to manage the testing process.

Testing software after it is built is a reactive approach. It is not enough. With rapidly changing markets and an unpredictable economy, we could not afford to be reactive. We

needed to be flexible and able to quickly respond to customer needs with new, high quality, dependable software. This called for a radically different approach to software development. We had to depart from our old methods, find and embrace a lean new processes. Agile Methodology was the answer.

Shortly after implementing this new development approach we quickly realized the value of the Agile Manifesto – individuals and interactions over processes and tools, working software over comprehensive documentation, customer collaboration over contract negotiation, responding to change over following a plan. Not only is this helping us in our efforts today, but Agile development will lead us to where we want to be - Lean Software Engineering

For us to succeed and be able to quickly respond to an ever changing market, we need to have a flexible and robust development process. We cannot be content with our current success, but always strive to improve. I am excited about the future of our software and ability to respond to the market.

### *Our Journey:*

#### *Then:*

***Ad-hoc processes***

#### *Now:*

***Agile***

***Individuals and interactions over processes and tools***

***Working software over comprehensive documentation***

***Customer collaboration over contract negotiation***

***Responding to change over following a plan***

#### *Tomorrow:*

***Lean Software Engineering***