



Media Release

Contact:

Bailey Bhogal

MKS

Phone: 407.870.0040

Fax: 407.870.9271

Email: bbhogal@microkey.com

July 20, 2016

FOR IMMEDIATE RELEASE

MKS Brings on Speck as EVP to Focus on Customer Experience

Earlier this month, MKS (Micro Key Solutions), a leader in monitoring and back office automation software, announced that industry-veteran Chuck Speck had joined the team to solidify a focus on growth and the Customer Experience. The role originated as a combination of Speck's experience in Business Development in the software solutions' space and MKS' dynamic growth over the past two years.

"I am thrilled that Chuck has joined our team," emphasized Victoria Ferro, MKS President. "He brings experience and skills that will continuously improve and advance our mission of excellence in the customer experience. Our partners will feel his impact right away!" The addition of Speck to the executive leadership was designed to allow a greater degree of focus on key elements of the business while increasing a dedication to the customer.

"I think the question I've gotten most has been 'Why?' both with my resignation from Bold Technologies and the joining of MKS. I'm certainly thankful for all of my time and continued relationships at Bold. As for the time afterward, Victoria's proposal was truly exciting and presented me with a great opportunity to join MKS," Speck said. "The strategic initiatives surrounding the growth of the product line, the services and the emphasis on partnering with the customer was such a great alignment with my experience, but more importantly with what I want to be a part of in a growing company."

Speck has spent 22 years in business development and organizational management with the past thirteen in the security industry in leadership at Bold Technologies. His passion for facilitating growth both within and outside an organization made the MKS hire a perfect fit. "I've always loved business development," he explained. "Not just in the traditional sense of sales and growing market share, but a genuine focus on the infrastructure, processes and people within the business. I want to help create

customers who are not only thrilled with the products and services, but become partners with you as a solution provider. That alignment was critical in where I wanted to end up and I was happy to find Victoria and MKS in that same alignment.”

MKS has a number of strategic plans around the release of new Software as a Service (SaaS) and Cloud based solutions as well as continued enhancements to the unified back office and monitoring platform. “Given the drive for us to really create the top products in the industry, it’s time we expanded so that our executive leadership can dedicate efforts toward everything we have going on: product enhancements, delivering world-class service and new offerings, like the Cloud,” Ferro continued. “The last thing we wanted through all of this was better products but a lower quality of service to new and existing customers. Quite the opposite, we wanted to elevate ourselves to lead in that area!”

Ferro will continue to dedicate efforts and direct the product development while setting the direction of the ‘MKS ship’. Speck will concentrate on organizational leadership and the areas that effect the customer experience. Both work alongside a growing leadership team at MKS. Included in these initiatives will be the launch of SecurCloud, a full end-to-end customer Cloud option for monitoring centers. MKS has already released its back office product as a Cloud solution, and the demand has forced a move of the infrastructure to the Switch campus in Las Vegas – recently labeled as the Top Cloud Campus, ahead of Amazon, Microsoft, Apple, Google and the NSA. “The solution will set the standard,” Ferro confirmed, “and we’re excited to continue to grow our team to provide these types of offerings to our customers!”