

# 40 UNDER 40

## Security Systems News celebrates "40 under 40" Class of 2020



**Timothy Minor, 24**  
 Founder and President  
 T.A. Minor & Associates

**F**IRST, HE served our country. Now Timothy Minor, CAPM, is serving the security industry at the young age of 24, and he hasn't even graduated college yet!

Minor is the founder and president of T.A. Minor & Associates, a security and management consulting firm he formed in 2019, where he serves as a physical security and management consultant.

"I work with our R&D Department, as well as the Simulation Department, daily working on improving and innovating our simulation by adding more features to ensure more accuracy and precision," he told Security Systems News. "I go to college full-time, finishing my degree in May 2021. When I am not working on those two main things, I am on the phone gaining and building relationships with clients and other professionals in the field."

Before founding his own consulting firm, Minor started doing independent consulting since 2017 out of his Army barracks room, right before he was medically retired from the United States Army.

"T.A. Minor was created so that I could better serve my ever-growing client base and to meet their needs and demands to the best of my ability," he explained. "I also started the company to be able to better serve larger companies and handle large multi-scale projects."

Minor got into the security industry after he was injured while serving in the Army.

"When I was put onto desk duty, I was tasked with making our facility up to date with the standards set in place by the Department of the Army, as well as the other DoD [Department of Defense] governing doctrines," he said.

**AUTOMATION**

Minor pointed out the emergence of automation as one of the top trends in the security

industry.

"The use of automation in the security world is growing faster than what the client can keep up with," he explained. "You buy something new and it is already old technology. This is causing issues with the mass amount of information you are collecting and to know what issues are and what are not issues. It is causing the 'boy who cried wolf' phenomenon because there is no way to differentiate what is an accident and what is a real threat. I have noticed that there are a lot of new sorting tools and techniques that are up and coming to help you understand what information is important and what information is just noise."

**EXCITING NEW TECHNOLOGY**

Minor cited some "interesting and exciting new technology" that his company is working on right now.

"We have started a new department within the company to help develop and implement a new method to test the security and safety of a building, using simulations and the company's existing security methods, then taking and editing the downfalls and testing them in simulation," he explained. "This gives us a more complex 'red team' look at a facility, as well as help insure to the customer that we are implementing the correct security tools and techniques when we give the customers the recommendations for improving their systems. Without giving away too much of the proprietary methods, we are using the ANSI [American National Standards Institute] standards for the security industry, as well as some other independently sourced variables to obtain our methods and our results."

**EVOLVING AND ADJUSTING**

During these unprecedented times that the COVID-19 pandemic has created, Minor noted the importance of evolving and adjusting on a daily basis in order to not fall behind.

"I think the most important thing that these trying times have shown is that there will always be a 'black swan' event that can flip everything that you know and understand," he said. "I feel that if you are not evolving and adjusting everyday then you are behind."

Speaking of the security industry as a whole, Minor added that "this pandemic has shown how important the safety side of security has been overlooked by most for way

too long. An approach that we take is that you are checking in on companies, even if they do not use our services, to ensure that they are doing okay in these trying times.

"It is important to network during trying times as after the fog of this has lifted, those are the people who they remember because we were there when they needed you most. We do not try and sell products or solutions to them during this time; we are acting in more of a friendship/advisory role to help CSO's and CISO's know what others are doing and what is working. It is not always about the sale; it is about making sure that everyone gets through these trying times."

**TECHNOLOGY-BASED APPROACH**

When asked what his views are on the security industry going forward, Minor noted that

"the industry moving forward is a more technology-based approach with less actual guards and more analysts sifting through the information that they are getting. This is causing a communication disconnect with the IT (cyber-security) and Security departments as they must work together to combat the future issues that face companies."

"The bad guys are using both physical and technologically based attacks. Because of this way that cyber and physical security professionals communicate are so intrinsically different than each other. In the future I see a more combined approach from the cyber side and the physical side to help combat issues with companies as one unit instead of two competing units."

**KNOWLEDGE IS POWER**

As one who entered the security industry at a very young age, Minor pointed out the importance of not only being specialized in one area, but also having knowledge in other areas of security.

"I feel like being able to specialize yourself but have the knowledge of what other arms of a security team are doing is important to the number of young professionals getting into the career field," he said. "Even if you do not know cyber security you must understand its principles as a physical security professional and vice versa, gathering the knowledge of other security domains so that you are not competing with other sectors of security. Everyone wants to keep the assets safe; it is understanding what the others do to intrinsically help you gain your goals." —SSN Staff



**Erin Macauley, 37**  
 Business Applications  
 Coordinator  
 Allied Universal  
 Technology Services

**T**ECHNOLOGY IS at the forefront of Erin Macauley's daily routine.

As Business Applications Coordinator at Allied Universal Technology Services, a security and facility services company with offices in the United States, Canada, Mexico and the United Kingdom, Macauley oversees the customer relationship management (CRM) and quoting tool for the company's 30 branches and some 250 users.

"Over the past eight years, I have worked in various roles at Allied Universal, but always with technology to train users (both my co-workers and end-user clients) on how to use the systems," Macauley explained.

Macauley told Security Systems News that her path to the security industry is "a little bit unique."

"I worked in administration, support, and training across several markets (higher education, non-profit trade association, HVAC contractor) before transitioning into the security integration space in 2013," she said.

"From my time in the contracting space, I saw the rise of electronic security systems running parallel to the growth of cloud services. I knew it was going to be fast paced, but I had no idea the ride I was in. It has been challenging and rewarding all the same time."

**CYBERSECURITY AND CLOUD SOLUTIONS**

Macauley pointed out two trends she sees in the security industry today - the rise of the need for cybersecurity surrounding on-premise systems, as well as the continued evolution of cloud solutions.

"In one of my earlier roles, I coordinated our company's cloud solution offerings for video and access control, and I watched the number of accounts grow 500 percent in less than five years. I think that growth will only continue," she explained. "Also, due to the pandemic, the security universe has been front and center for the sweeping shift taking place with office policies and procedures to minimize the effect of the virus. Powered by artificial intelligence and Bluetooth, state-of-the-art access control systems integrated with video platforms are extremely invaluable. Ensuring that the access control programs include comprehensive hands-free options will be important to ensure safe business today and into the future."

In addition, Macauley noted the introduction of touchless body temperature solutions as a rapid-fire security technological response to the COVID-19 pandemic. "I think it has been phenomenal how quickly a touchless body temperature solution was produced to respond to

the pandemic," she said.

**DEALING WITH THE PANDEMIC**

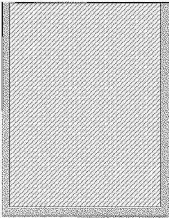
With the unpredictable times we are all going through during the pandemic, Macauley stressed the importance of staying with a routine and continuing to serve the customers.

"In times of uncertainty, habits can be very grounding," she noted. "I have made it a point to take walks outside with friends and family as much as possible, especially short walks around the block as I continue to work from home. I also remember that, at the end of the day, we are people helping people. The needs may be shifting right now, and it is our job to listen."

**DIVERSE BACKGROUNDS**

When asked what the security industry could do in order to attract more talented, diverse young people, Macauley pointed out that the security industry is one of the few professions where people come from a wide variety of backgrounds and have the ability to achieve great success and make a positive impact on others.

"The security space is one of the few places I see that you can come in from many different places - be it a technical background, business background, or even like me, a liberal arts background - and make a tangible impact on people's lives," she noted. "Companies like Allied Universal Technology Services are willing to train anyone with a desire to learn and grow. I have watched many people come in as a technician and rise to leadership levels." —SSN Staff







**Megan Hubbard, 33**  
 Dealer Relations and Compliance Manager  
 Alarm Capital Alliance

**M**EGAN HUBBARD excels in her dual role as Dealer Relations and Compliance Manager at Alarm Capital Alliance (ACA), and she loves

every aspect of it.

"In this role, I serve as a liaison between our dealer partners and ACA's internal teams to ensure successful relationships, and to facilitate communication standards," she told Security Systems News. "I also oversee the entire permitting process for our nationwide customer base, researching regulations, and adhering to ordinance and enforcement changes. This work is personally meaningful as in some cases it directly helps ensure that our customers will receive emergency dispatch services in the event of an alarm activation."

Hubbard has been at ACA for almost 15 years, starting at the Newtown Square, Pa.-based company in the summer of 2006. She explained that she got into the security industry by chance.

"I started at the company in our Records department

as a temporary, part-time employee after my first year of college, and I had no knowledge about security systems whatsoever!" she said. "Luckily, I was offered a permanent position after that summer, and as I had opportunities to work in other departments over the years, it led to greater interest in the different facets of the business and an appreciation for the passion of the people working around me.

"It isn't hard to want to work in an industry where the mission is simple, but also so rewarding; keeping people and the places that matter to them most protected. On a personal level, it has been inspiring to work around so many strong and accomplished women at ACA, who are truly leaders in the industry."

**KEYS TO SUCCESS**

As the COVID-19 pandemic enters its second year, Hubbard outlined a few keys to success during these challenging times, both on a personal and professional level.

"There are many challenges that come with this fluctuating environment, as an end user's perception and engagement with their current product solutions has likely changed to some degree," she noted. "Reminding a customer of the value of their system is key. Resilience and adaptability, both professionally and personally, are essential. Communication is the driver. Now more than ever, soliciting feedback from customers – both existing and prospective – serves as the foundation to understanding the unique type of security solution they need."

**INDUSTRY VIEWS**

Hubbard pointed out that technology remains a

"driving force" in the security industry. "There will continue to be new innovation to meet shifting demands as the workforce has irrevocably been altered," she explained. "People will likely continue working from home in some capacity into the foreseeable future."

She cited smart home automation technology as one of the top trends in the security industry today. "It will only continue to evolve as new innovations emerge in integration, AI [artificial intelligence] and even robotics," Hubbard said.

**RECRUITMENT BASED ON SKILLS**

Getting more talented and diverse young people involved in the security industry may not necessarily mean that they must have industry experience from the get-go, according to Hubbard.

"Recruiting [should be] based on skills and not necessarily industry experience," she said. "My direct team members, who have been with the company for years, do not have a background in security. I think it's also safe to say that many of us never envisioned ourselves in the roles we are now."

Hubbard noted that her background in communications and business has allowed her to serve her customers well in her dual role at ACA.

"Leveraging my communications and business background has allowed me to serve our dealers and customers well and allowed me to effectively collaborate on cross-functional projects where I may not be the subject matter expert," she noted. "The security industry is always evolving, and with that comes endless opportunities for professional growth if companies remain innovative." —SSN Staff



**Mark Milas, 39**  
 CPP, Vice President, Security  
 Tenet Healthcare

**M**ARK MILAS changed his perspective on the security industry from "something to do until I figure things out" to "a real and rewarding career

path."

Milas serves as the Vice President of Security for Tenet Healthcare - a health system and services platform based in Dallas, Texas, and he has been with the company since February 2019.

"In my role, I oversee all physical security operations for the organizations, including corporate security, hospital security, access control and CCTV upgrade projects, investigations, and overseas security operations, as well as emergency management and disaster preparedness," he explained.

**REWARDING CAREER PATH**

It was a difficult and challenging path to the security industry for Milas, who battled cancer during his military career more than 20 years ago.

"I became a Midshipman, Marine-Option at the University of Oklahoma in 2000, looking forward to earning my commission as an Infantry Officer in the Marine Corps," he said. "Unfortunately, I was diagnosed with cancer in December of 2002 and my life plans derailed. After recovering from chemo in 2004, and a medical discharge from the program, I formally started my security industry career as a night shift security officer.

"I honestly viewed my job like many security officers do – it's something to do until I figure things out." Along the way, however, I discovered a real and rewarding career path. One of my passions has been to inspire our security officers to invest in themselves and in their roles, to see the potential for growth in a changing, exciting time for the security industry."

**CONVERGENCE AND CONSOLIDATION**

The biggest security trends that Milas and his team have had to work through and navigate are convergence and consolidation.

"We've made great progress this year when we added a leader from the IT/Networking side to our team," he noted. "It helps that this individual has a military and law enforcement background, so there is a baseline understanding of security perspectives, but what is brought to the table in terms of bringing systems online (access control, cameras, infant abduction systems) is where the value lies.

"We historically relied on the vendor to make recommendations and follow their processes, but their processes don't always align with our internal network security requirements and procedures. Having an internal resource help navigate that process has been instrumental in developing a more agile, effective team. Increasing use of various emerging technologies in the physical security space will require increasing collaboration and integration between physical security and IT."

Milas referred to consolidation as "the other big trend and increasing challenge. "We're seeing fewer security service provider options on the horizon, and they increasingly look the same," he explained. "These massive organizations are owned or held by investors and rely on volume to make up for razor-thin margins. As a result, these organizations often act like staffing agencies versus invested partners interested in developing people to perform and grow. In this reality, large organizations will have to revisit their model periodically to gauge value and potentially consider developing their own programs."

**CAMERA ANALYTICS**

One security technology that Milas is "excited" about is camera analytics, which he describes as "the developing ability to detect slip and fall risk and aggressive behavior, the development of traffic flow heat-mapping and headcount."

He added, "These are all big value-adds in the hospital setting. I know this sounds like old news items to many security professionals, but healthcare is generally slow to the new security technology party, so we're still in the 'excited' phase on this one!"

**FLEXIBILITY AND SELF-IMPROVEMENT**

As we navigate through these challenging times,

Milas noted that the key to success in times like these is flexibility and self-improvement.

"Many organizations are fundamentally changed from the inside out, both in headcount and in processes," he noted. "Many are asked to 'do more with less,' be adaptable, and be willing to go with the flow. We don't really have the luxury of going against that grain.

"Understandably, the changes we've seen this year have created a sense of instability and uncertainty. The best way to counter that is to invest in yourself – read books, take some online courses, get the certification, listen to podcasts – anything that helps you grow your knowledge, develop your perspective, and grow as a leader. These are some things you can do now to make yourself valuable to your organization. Old thinking is out in many ways. Those who can demonstrate good leadership, flexibility, and think through and propose new ideas or new ways to do things more efficiently will be rewarded."

**OPTIMISTIC AND EXCITED**

In order to get more talented, diverse young people involved in security, Milas noted that young people need to know that there is a real career path in the industry.

"Many other career opportunities have a path mapped out that is easy to read and understand. You can see the paths in fields like finance or IT, for example," Milas said. "Unfortunately, many young people apply for a job as a security officer only as a gap-filler. Few are aware of the path beyond that, and unfortunately, many front-line leaders don't exactly inspire the troops to pursue it. We need to do a better job presenting the map and presenting the numerous rewarding, exciting career options and adventures available in the security world."

Going forward, Milas is "optimistic and excited" about the future of the security industry.

"The year 2020 has put a spotlight on the need for and value of a good security program," he said. "Organizations have been challenged in many ways from both a physical and cybersecurity perspective. Security professionals across the globe have stood up to the challenge and have done an amazing job responding to threats or events, mitigating risks, and leading through change. It's an exciting time for the industry." —SSN Staff