

Customized High-Security Solutions

Rolland Safe Company, a designer, distributor, and safe service provider of security systems on a global basis, was established in New Orleans, Louisiana, in 1905. Over the past 100 years, we have evolved from a regional family business serving the Gulf Coast into today's full-service loss prevention partner serving individuals, retail stores, jewelers, restaurants, pawnshops, hotels, and chain businesses throughout North and South America and many countries around the world. Our company continues to be owned and managed by a third generation of Rolland's from their main headquarters in Dallas, Texas, and a second office in New Orleans and distribution center in Los Angeles, California.

Our knowledge of the industry and experience in the commercial safe industry sets us apart from our competition. We maintain relationships with suppliers, insurance underwriters, and rating agencies on a global basis and use those relationships to bring vital information to our customers. This extensive collection of international resources gives us the ability to meet every type of safe need by specializing in creating customized solutions.

Creating customized solutions starts with qualifying our client's needs. Understanding our clients' needs allows us to evaluate each opportunity through product requirements, financial savings, and customer support service opportunities. Our vision is to not only supply the best product for our clients, but to ensure all communications strengthen our commitment to outstanding customer service.

Dedicated to the concept of "Service After the Sale," Rolland Safe Company operates the Safe Help Hotline, a customer service system that stands ready 24 hours a day, 365 days a year to help national account customers and individual safe owners alike get help with any type of safe problem. The Rolland Customer Service division directs a nationwide network of locksmiths and safe technicians who are certified to perform the following services:

- Repairs on all types of safes and locks,
- Troubleshooting opening of locked-up safes,
- Lock retrofitting,
- Safe storage and moving, and
- Same-day loaner emergency safes.

Rolland Safe Company was built on responsive service dedicated to developing relationships that can benefit both



*Rolland Safe Company
Dallas Resource Showroom*

parties in the manner that promotes seamless actions and accountability at all intervals. Our goal is to treat all our clients as if they are our only customer and provide complete satisfaction at all levels of service. This commitment is centered on the following:

- Believing customer service is number one with our 24/7/365 Safe Help Hotline that is supported by a network of certified technicians trained to diagnose every step of the process.
- Saving clients money through this proprietary diagnostic process directed through pre-determined NTE (not to exceed) agreements.
- Staffing an internal team of knowledgeable safe technicians who are trained in customer service.
- Offering training to our customers with backup support through manuals, live classes, and on-line instructions.
- Supporting your managers by reducing the amount of time spent on troubleshooting safe issues.
- Providing the latest in safe and lock technologies manufactured around the world with years of business relations.
- Leveraging our relationships to provide top-quality products and the most highly trained technicians available. ■



ROLLAND
SAFE COMPANY
Established 1905