

Converting Alarm Monitoring

See How Your Alarm Company Is Doing		
Installations done on time and on budget	Yes	No
Service requests done on time	Yes	No
Billing is accurate	Yes	No
The pricing is worth the value received	Yes	No
Real-time alarm data, code changes, and service requests	Yes	No
Exception-reporting capability for alarm activity	Yes	No
Tools to reduce false-alarm charges	Yes	No

Are you really satisfied with your current alarm provider? Do they deliver everything you need at the level of service you expect? If you answer “No” to two or more of the questions above, you might want to consider looking for a different alarm provider.

Some of you reading this already know you need a new provider, but you have concerns about how much time and effort would be needed by your department to do the conversion and, more importantly, will it be expensive? The answer to both issues in most instances is “No.” In fact it can be surprisingly simple if you are working with a company that specializes in alarm conversions.

That company is NuTech National—“The Nation’s Largest Alarm Servicing Network.”

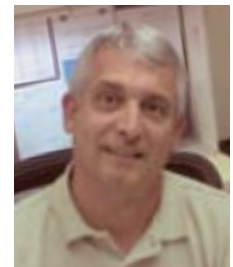
NuTech has converted thousands of sites over the past twenty-seven years while reducing the costs associated with alarm systems for every one of their clients. They have the project management, technical support, and field personnel to make conversions of any size a reality. They have successfully converted clients with proprietary panels, leased equipment, multiple providers, and different panel types in all fifty states and Canada.

Of all the ways to convert alarm monitoring, the easiest is by downloading the alarm panel with new central-station data using the phone line connected to the panel. NuTech National’s technical support staff has used this method to convert thousands of alarm systems using our extensive library of download software to convert alarm monitoring with a simple phone call to the panel at each site.

“We have many success stories, but one of our best was the conversion of 600 locations for Spencer Gifts in under six weeks,” says Greg DeTardo, president of NuTech National.

The companies that can benefit most by conversion are usually those whose alarm systems are leased. These leases usually have an extremely long lease period upwards of fifteen years, and you still do not own the equipment. (Your contract may be for five years, but that is only for monitoring purposes.) You may want to ask your provider how much it would cost to buy out your systems. You will be shocked by the answer due to the kind of lease you are in. What may be of benefit to you is that the monthly lease/monitoring rates on these leases makes the return-on-investment (ROI) on a conversion a relatively inexpensive proposition. Not only do you get new equipment, but there is almost always an immediate reduction in your monthly costs for the alarm system, which puts profit dollars back on the bottom line.

One company that has benefited from this approach is Dollar Financial Corporation, which operates stores under the Money Mart and Loan Mart brands in the U.S. “We had fourteen alarm providers with varying levels of security in our stores with everything from leased systems to proprietary systems. The worst part was having stores paying as much as \$300.00 per month for leases and monitoring,” says Fred Baish, national director of loss prevention for Dollar Financial Corporation. “NuTech not only standardized



Fred Baish

all of our alarm systems with new technology and gave us one point of contact for all of our alarm needs, but they cut our monthly expense by over 75 percent. Doing this conversion was an easy sell to upper management who could see that it was an excellent ROI.”

Some other advantages to doing a conversion can be:

- Updating the alarm footprint for all locations to your current level of protection,
- Upgrading the technology you are using to protect your stores,
- Improving alarm communication with Internet monitoring,
- Integrating other technologies into the alarm system to maximize utilization, and
- Realizing a reasonable ROI by reducing alarm cost over an extended period.



NuTechLink Web-Based Alarm Data Management

Another advantage to choosing NuTech National is access to NuTechLink, a web-based alarm data management program that gives users access to all alarm activity for all stores. The information provided is real time, time and date stamped, and gathered directly from the central station. NuTechLink provides all the data collected for as far back as the account has been monitored by NuTech National.

Features. The following features are included with NuTechLink.

- Open/close activity
- Alarm detail, including
 - Zones activated,
 - Phone calls made to individuals or agencies called with the phone numbers called, and
 - Notes concerning the alarm activity.

- Test timers
- Alarm system test detail
 - Users can also
- View and edit call lists,
- Change codes,
- Request service, and
- Review status of pending installs and service requests.

Exception Reports. There are several exception reports that can be set up that will automatically email exception location information to an individual or distribution list that is store specific. These reports will

- Verify stores are opening or closing during user-specified times,
- Identify openings outside normal business hours, and
- Indicate alarm activation with police or fire department dispatch.

Since these reports are generated daily, the user can follow up on stores not following company policy and identify locations with potential false alarms so actions can be taken to correct the issue causing the alarm. These could be as simple as training associates on proper procedure or scheduling service to correct a faulty device or environmental issue.

“Our company is seeing marked reduction in its volume of false-alarm incidents and associated fines,” says Dollar Financial Corporations’ Fred Baish. “Using NuTechLink, I can determine daily the possible causes of each alarm and rectify any problems, thereby warding off recurrences.”

Baish explains, “For instance, we can figure out that a false alarm might have been triggered by a banner that was blowing around a store and set off the motion detector, or that a rodent that was scampering around in the back caused the same thing to happen. We also identify when an employee is not activating or deactivating the alarm system properly. No matter what the issues are, we can address the issues the day after they occur, so 90 percent of the time the same thing doesn’t happen again.”

Access Protected. Access to NuTechLink is user and password protected and can be accessed at different levels based on how each user is set up by the system administrator. Some users can see only alarm data and call lists, but can’t view or change alarm codes. NuTechLink also tracks individual user access so the administrator can track access to the system by each user.

“NuTechLink is a fully functional alarm data-mining tool that we have always been willing to make changes to or upgrade to meet the needs of our client base,” says NuTech’s DeTardo.

Call NuTech National to see if we can’t find a solution that works for you. ■

NuTech National™

The Nation’s Largest Alarm Servicing Network.

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