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Exceptional Service Impresses Customer, Concerned Neighbor

Vector Security solution streamlines service providers, saves money for elderly customer

Situation

When long-time, elderly customer Gretchen R. needed a medical alert system installed in her home, she asked a neighbor for help with contacting Vector Security to see if the company had a solution to fit her needs.

What followed was an exceptional customer service experience that saved Gretchen approximately 75% in monthly monitoring fees over her current medical alert system vendor, while streamlining service through a single provider.

Solution

Gretchen's neighbor contacted the Raleigh Branch on her behalf and spoke to Operations Manager J.D. Wood, who offered a solution that would provide the loyal customer with an upgraded two-way communications device and medical alert pendant.

Concerned about Gretchen's protection and safety, the neighbor meticulously researched Vector Security and medical alert systems in general; he compiled a list of questions and contacted J.D. once again.

"I shared my questions and concerns with J.D.," the neighbor said. "He was very empathetic, understanding and easy to talk to. He validated and addressed all my concerns. Even though I felt I was taking too much of his time, he reassured me that he was happy to talk with me."

"We had more than one conversation and I grew to like and respect him; he gave me the impression the feeling was mutual," the neighbor added, and agreed to schedule installation of the new system for Gretchen.

"I asked for the name of the installer and if I might be present during the installation," the neighbor explained. "Both of my requests were met. J.D. even asked me to call him after the work was completed to let him know how it went. I was very impressed by his level of care and personal involvement."

On the day of the installation, Service Support Supervisor Gary Reznak and Installation Technician Darryl Beverly arrived promptly as scheduled.

The neighbor expressed his concern that the new two-way communications device be installed in a location that was optimal for Gretchen's floor plan. "When the installation was completed, the device was placed in an even better location than I had expected, even though it looked like it took much more time and effort to put there," he said.

Solutions at a Glance

- Explain solution, answer questions and address concerns.
- Respect the customer's timeframe.
- Surpass expectations during installation.
- Test system in multiple scenarios to put customer at ease.
- Save the customer money.





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Then came time to test the system. After running a communication check, Darryl confirmed the system was operating correctly. Since Gretchen is hearing impaired, the neighbor asked if it would be possible to test the system with the TV turned up to its usual volume, to see if she would be able to hear and be heard through the two-way communications panel. Darryl gladly complied and the system worked perfectly.

Result

“Since we were already providing the customer with alarm services, we took her existing system and added two-way voice and a medical alert pendant,” said J.D. “By doing this, we gave her the same service she had with her current vendor, but for a lot less money.”

Gretchen and her neighbor felt J.D. and his team delivered such a stellar customer experience that it prompted them to write a letter to President and CEO Pam Petrow, detailing the experience.

Our Value Proposition and Principles of Service

At Vector Security, we are dedicated to our customers’ security goals and objectives:

- We partner with you to address your unique needs for security.
- We deploy quality electronic security solutions uniquely crafted for your home or business.
- We simplify your ongoing safety needs through personal, customized support and outstanding customer service.
- We are your advocate in the security industry to maximize your investment.

We deliver services to you based on six key principles:

- Safety – We’re there for you every time you need us...with 24/7, personalized support.
- Tradition – Our longevity in the business makes us a well-respected leader; we’re your advocate in the security industry to help you maximize your security investment.
- Innovation – By staying up to date with the latest technologies, we offer smart solutions that meet your security needs today and into the future.
- Partner – Our knowledgeable experts partner with you to address your needs for security, while building long-term relationships based on trust.
- Quality – With a focus on quality and performance, we craft security solutions that are defined by your unique needs.
- Convenience – We simplify your safety needs through customized support and outstanding customer care.

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