



## Project In Brief

### CLIENT

*Insurance Provider | New York*

### VERTICAL MARKET

*Insurance*

### PRIMARY INTEGRATOR

*Tech Systems, Inc. | Georgia*

### REGIONAL PARTNER

*Securitronics | New York*

### OBJECTIVE

*Install a complete access control system upgrade, including panels, servers and software replacement on time with minimal unexpected costs for the customer.*

### ISSUES

*Identify a qualified S2 partner who could seamlessly upgrade the system onsite while working with Tech Systems' project management and professional services personnel.*

## THE CHALLENGE

Georgia based Tech Systems, Inc. is a leading provider of integrated security solutions for a diverse range of national and international clients. In securing an opportunity with a New York based insurance provider, Tech Systems was challenged to identify a qualified partner that could seamlessly upgrade a complete access control system and embody the same standards Tech Systems' customers have come to expect from their FOCUS® Support Services program (For Our Clients' Ultimate Satisfaction).

Specific partner requirements included S2 certification and the ability to handle replacement of every system component, from panels to servers and software. In addition, their integrator partner would need to work effectively with Tech Systems' project management and professional services personnel, who were directing the program remotely. Tech Systems is highly selective when choosing partners and follows the ISO-9001 system, which holds the organization to the highest standards of expertise and reliability. It was imperative to find an integrator partner with similar or equal standards.

## THE SOLUTION

By accessing the PSA National Deployment Program, Tech Systems located qualified regional integrators and entered into a partnership with Securitronics headquartered in Syracuse, NY with additional offices in Rochester and Buffalo. A NDP participant, Securitronics was selected because they met all Tech Systems' sub-contractor qualifications, held all necessary manufacturer certifications, employed competent, productive staff, and remained in good standing with PSA Security Network.

With Securitronics onsite, the project timeline was maintained, the system upgrade was seamless, and the client's needs were met with no unexpected costs. Many additional sites were included in the upgrade and staying on schedule was a top priority to ensure no other sites were affected. This was easily achieved with Securitronics deploying the system and Tech Systems managing the project.



## BENEFIT ANALYSIS

### Primary Integrator

As the primary integrator, Tech Systems handled the systems design, SOW development, project management, commissioning and programming. They also handled all client billing (including for Securitronics) and provided all S2 software and hardware. Ongoing support services are delivered via Tech System's FOCUS Support Services Program.

Partnering with Securitronics allowed Tech Systems to expand their footprint and deliver end-to-end solutions to the customer. As a result of the NDP's ability to connect them with a partner who matched their standards of excellence, Tech Systems could rest assured the job would be successfully completed and their customer was satisfied.

### Regional Partner

As the regional integrator, Securitronics was responsible for pulling all cable, connecting end-devices and communicating with the client onsite. They also supplied cable and peripherals as needed, including motion detectors, door contacts, and more. Securitronics offered the necessary flexibility and dedication for project success. They easily adjusted the implementation schedule to meet a change in timeline requirements that were altered after the project award.

By serving as a regional partner, Securitronics secured additional workload for employees and visibility as a trusted local partner within the NDP. Everyone was profitable at project end, securing a win for both Tech Systems and Securitronics.

***“Partnering with Tech Systems on this project was smooth and functional from day one. Our team received clear directions and expectations as well as the latitude to bring our local knowledge and expertise to this project. The NDP program has brought us great teaming opportunities with PSA owners as well as new business opportunities.”***

Terry S. Rivet, President, Securitronics Company



### Customer

Through this NDP sourced project, the customer had the benefit of a local company working on their project, with vision and direction led by Tech Systems. As an insurance provider with many locations, the customer has confidence that Tech Systems' access to local partners will be a valuable asset for future security systems integration needs. They trust Tech Systems to seamlessly adapt to timeline changes and stay on budget because NDP partnerships provide onsite presence and support from project start to finish.

*PSA membership is a symbol of 'best-in-breed' integrators. Having access to a network of highly-trained, independent, and strategically located partners allowed us to facilitate an exceptional level of service to our client. With NDP, we can manage more projects from a central location without having to employ resources on site for every job. While we still manage the projects and client relationship, we can delegate to partners we trust.*

Sharon Shaw, Client Development Manager  
Tech Systems, Inc.

## NATIONAL DEPLOYMENT PROGRAM

The National Deployment Program allows PSA integrators to boost their competitive advantage in the security market by gaining an expanded installation footprint, additional service capabilities and comprehensive geographic coverage by partnering with other PSA integrators. NDP participants can grow their businesses by acquiring new projects, both nationally and locally, that they may not have previously had access to. With access to real-time information about other PSA integrators, the National Deployment Program lets integrators build profitable relationships with other security integrators they can trust.

### MORE INFORMATION

[www.psasecurity.com/ndp](http://www.psasecurity.com/ndp)

Jennifer Phillips | National Deployment Program Manager | [jphillips@psasecurity.com](mailto:jphillips@psasecurity.com) | 303.450.3478