



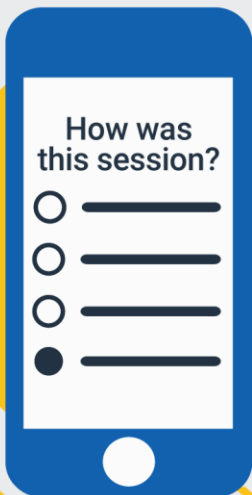
ELECTRONIC SECURITY EXPO

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Reducing Truck Rolls Through Technology and Repeatable Best Practices

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5 Questions
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Session

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The slide features a blue background with a yellow and black diagonal striped border on the left and a yellow and white curved graphic on the right. At the top center is the ESX logo in white, with 'ELECTRONIC SECURITY EXPO' written below it in white capital letters. Below the logo is the title 'COURSE OBJECTIVES' in large, bold, yellow capital letters. Underneath the title are three bullet points in white text.

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COURSE OBJECTIVES

- How to improve your installation practices and processes to prevent repeated service calls
- Best practices for routing service calls
- Ways to use data, software, and remote service capabilities to avoid rolling a truck

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MEET THE SPEAKERS



Danny Tolleson
President
Turner Security
Powered by TechCore



Rich Campbell
Training & Workforce
Development
Specialist
RFI

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Started Help Desk January 2021

- We now have eliminated over 30% of truck rolls
- How much does it cost you per hour to roll a man in a truck?

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Customer Support Center

- Averages 150 tickets per month across 4 branches in 3 states
- Average LOT (length of ticket) 30 days or less (down from 60+)
- 2 branches able to provide same-day response
- 1 dedicated FTE on helpdesk role
- Return trips reduced by 1/3rd, 1 in 3 calls are now remote
- Service app integrates with payroll for time entries

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- All service routes through our help desk. If not fixed – transfer call to scheduling.
- Do you try and fix service calls when the call comes in?
- Do you have an application to help manage your workflow for service?
- Do your customers get someone on the phone when they call in?

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Customer Support Center (con't)

- VSA (virtual system administrator) for remote access and monitoring
- RPS, Compass, & Starlink for remote programming of customers panels
- Rapidweb for instant access to customer's monitoring
- Front Office & Back office team for different account related functions
- Service Managers QC tickets before they are closed
- Weekly stand-up meetings to review service issues
- Customer(s) have playbooks and spare parts on hand

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- Technicians also call into Help Desk first before ever calling manufacturer tech support.
- How many times have we let the manufacturers tech support ruin the customer experience?
- Do you have a VSA (virtual system administrator) to help login to customer systems and monitor them for issues?

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Customer Support Center (con't)

- GPS does vehicle monitoring
- Building reports helps manage customer equipment
- Password vault helps customers with password issues
- Site specific procedures documented in customer folders
- Purchasing Dept uses min/max report to manage technician inventory
- Service coordinators have scripts to follow for questions & escalation
- Service management app helps us review history & spot trends

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- Require a NUC (small computer) on all average or above average video and access control jobs. This gives quick and simple access.
- Are you doing anything to give your company remote access to your video and access systems?
- How often does your team meet to discuss service issues?

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Revenue Opportunities & Relationship Builders

- Building Reports
- Service Agreements
- RMM (remote monitoring & maintenance agreement)
- Playbook Development
- Remote Learning for customer
- MSSP (managed security services provider).

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- Remote power switch on main recorder and/or switch
- How many times do you roll a truck just to power cycle something?
- How good is your customer documentation program? Can your helpdesk talk someone through a problem over the phone?

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Milestones

- Contractor training program is improved
- False Alarms are reduced
- Safety & Compliance is improved
- Better handoff from ops to service
- Carrying costs reduced
- Tickets are more detailed – problem descriptions are more detailed
- Customers understand their SLA's better
- Escalation is more efficient

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- Pre-program all access and video in-office before installation. Find bad out of the box equipment – Label boxes and have IP configuration sheet filled out.
- Who in here is having issues finding experienced technicians?
- What is everyone doing to circumvent supply chain issues with spare parts?

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- Truck stock- Monday tech calls for week
- Health check on all IP video and/or cloud accounts
- Next- optimize routes through GPS

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Decorative elements include a blue background with a white dotted pattern, yellow diagonal stripes on the left, and yellow curved lines on the right.

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**WEINSTOCK
CELEBRATION**

TONIGHT | 5:30-7:00PM
LIVE MUSIC | CIGAR ROLLING
ACRE DISTILLING

Vertical sign: **DISTILLING**
Awning: **PASTRIES**

The image shows a brick building with a vertical sign that says 'DISTILLING' and an awning that says 'PASTRIES'. The background is a clear sky.

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