

SedonaOffice®

THE CUSTOMER

Security Solutions is a family-owned, five-diamond certified security resolution company started in 1969 that takes multi-layered security systems and integrates them into one solution, custom-designed for the customer. They offer support and solutions in major security areas such as burglar alarms, fire alarms, video surveillance, and access control for residences and businesses. To meet their five-diamond certification, Security Solutions had to meet the standards as set forth by industry advocate The Monitoring Association (TMA), to include being UL-listed. Security Solutions also owns and maintains a subsidiary call center, Central Communications, which manages 600+ clients. It is completely integrated with their UL-listed central station to include subcontract monitoring for dealers.

THE NEED

As Security Solutions grew larger over time, it was still using the manual systems of a grassroots business: appointments were scheduled in a doctors' appointment book; paper tickets were written during service calls, but if a ticket didn't get written up, or got misplaced in a truck or technician's pocket, it went unbilled, or worse, a part went unordered, resulting in an upset customer; invoicing was an "all hands on deck" event - even central station operators got involved with folding bills and mailing. Processes were so inefficient with everything being paper-based. Jamie Orvis, President of Security Solutions said, ***"We had a sheer need for automation. We were literally doing appointments, scheduling, installations, and service technician management manually."***

There were a multitude of reasons screaming for automation and control."

Though Security Solutions had grown into a well-respected company in the integration and management of alarm monitoring systems, it found itself in need of a new financial management system, preferably one that was already compatible with its current alarm monitoring software.

THE SOLUTION

Security Solutions considered an assortment of financial management platforms, but SedonaOffice had been recommended to them by industry peers. They also knew their current Manitou alarm automation software shared an existing integration with SedonaOffice, which would ease much of the burden of implementation and data entry. As Orvis explains, ***“SedonaOffice made a lot of sense as to its ease of use and setup. Also, what made the most amount of sense was the promise of integration from our old system to the new one. The importing was a big plus for us.”***

SedonaOffice offered other benefits to the business as well. It is the only enterprise-level accounting and business management software specifically developed for security companies. Designed and built on an open platform, the program offers complete and easy data access which includes full accounting capabilities, servicing and scheduling, and customized reporting. Security Solutions took advantage of Bold's complete SedonaOffice financial management suite, and was able to immediately streamline their systems from start to finish. They eliminated the paper processes which had been hampering their operations. They were also able to begin conducting backups via direct Cloud uploads, eliminating cumbersome, outdated tapes and protecting their valuable data.

THE RESULTS

SedonaOffice provides Security Solutions with a well-structured financial management system, which has greatly improved accuracy in account management, transparency, error tracking, and increased efficiency and profitability. And the software proved to be its own return on investment right away, as Orvis puts it, ***“because we were able to pick all these things that were falling through the cracks or catch them before they went through the cracks.”*** But it also added to their RMR - more calls could be scheduled, more technicians could be deployed, and more installations could be conducted. With SedonaOffice's mobile capabilities, technicians are also able to work remotely with greater efficiency. They can see the next day's appointments, check which parts they might require, and save time by heading straight to customers without a stop at the office. Their daily movements can be tracked from the office through the software in real time.

Security Solutions is pleased with their decision to move to SedonaOffice, as Orvis says, ***“You're in good company when you're in the SedonaOffice group. When you're dealing with that high of a percentage of the SDM 100, it's a tacit endorsement of the product line.”*** He also states, ***“SedonaOffice handles all the different facets of our industry. It is software that is made for our business... It handles the nuances of the alarm industry.”***

“It made us money, saved us money... did all those things. SedonaOffice improved the whole operation.”

**JAMIE ORVIS, PRESIDENT,
SECURITY SOLUTIONS**

**Learn how SedonaOffice can transform
your organization today!**

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GROUP

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