Delight National Account Customers

Install Ready Kits Standardize Systems and Yield Quicker Install Times

Project Details

In the summer of 2020 Universal Atlantic Systems (UAS) was approached by a national chain to install new security systems in more than 600 of their locations across the country. In the early stages of the discussion, the project had a project timeframe of 15 months to complete the installations. At the time of project approval, UAS was tasked with a revised time frame of 90 days.

Process Evaluation

The UAS team quickly reviewed their standard installation process to see what they could remove from the timeline without sacrificing quality or the customer experience to meet the project requirements. Key areas for consideration were scheduling, securing equipment, installation, testing and training users. It was determined that overnight shipping and working around the clock was not an option, it was neither cost effective or practical. They needed to find a way to cut down installation time and perform multiple system installations each day.

Partnering for Success

The UAS team reached out to DMP to partner on the project with a product solution that would:

- Include a customer specific kit
- Panels that were already programmed to UAS & the customer specifications
- Shipping boxes labeled with individual store numbers
- A way for technicians to easily see device serial numbers, zone names and transmitter when they opened the box
- An easy way to specify where each location kit should be shipped

DMP had a proven track record of creating custom kits, allowing dealers to program panels before installation and providing documentation on device serial numbers, zone names and transmitters, but had yet to combine these elements into a specific dealer program. When faced with the dealer's need, DMP executives turned to the company mission of providing customer-driven products through listening, anticipating needs, and responding quickly with innovative solutions that work. Thus, the Install Ready Kit program was created.

> **"Go backs diminish the customer experience, erode customer trust, and unnecessarily increase costs"**
>
> — Scott R. Elkins, CEO of Zeus Fire and Security

Introducing Install Ready Kits

Install Ready Kits contain all components needed for an installation and panels programmed to customer specification prior to leaving the DMP factory. When you order Install Ready Kits, you will receive:

- A site-specific kit for each location shipped to install site or other designated location.
- A panel that will automatically download its programming once connected to its communication pathway
- Pre-programmed devices labeled for their specific location placement.

Benefits to UAS

The use of the Install Ready Kits provided several benefits to UAS.

- Decreased the amount of internal time and resources needed across multiple departments (shipping products to job sites, account setup and device serial number programming in Dealer Admin and walking technicians through programming)
- Reduced on site installation time as technicians just had to mount devices and test
- Reduced possible field tech human error thereby increasing quality of installation
- Reduced return trips for missing parts or programming issues. "Go backs diminish the customer experience, erode customer trust, and unnecessarily increase costs" said Scott R. Elkins, CEO of Zeus Fire and Security, parent company of UAS.

Benefits to the Customer

One key benefit that customers receive by using the Install Ready Kits is standardized systems across their footprint allowing for consistency in operational management. Another key benefit is less disruption to operations due to reduced install times and streamlined processes.