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Professional Smart Security

Scaling time-saving installs in the builder market

How Alula saved SWS time and money in a Florida planned community

SWS

Southeast Wiring Solutions (SWS)
Builder's market
Florida

> "The app is super easy. Once you put something like this in the customer's hands, they don't want to give it up. They love it."

⚙ Overview:

SWS has been using the UltraSync Zerowire, but was forced to find a new partner when Interlogix abruptly announced it was shutting its business at the end of 2019. This business disruption turned out to be a blessing in disguise for SWS. It forced them to confront a longstanding inefficiency in their monitoring portal.

> "One of the problems we had before with our old portal, the Zero Wire which was the Ultrasync portal, they pinged the entire database every time you do a search. So just searching for a system that you know you have could take 30 seconds to a minute to refresh a page. If something takes 30 seconds to a minute it's just horrible to me, it's like going back to dial-up. AlulaConnect is immediate. It's what I expect. Going from Ultraconnect to this is like night and day."
>
> -SWS Security Professional

⏱ Challenge:

Southeast Wiring Solutions is in the builder space. They pre-install alarm systems in a Florida planned community near Disneyworld. Once a quarter, they get slammed with closing dates and have to do a lot of systems all at once in a week. They needed hardware and a backend that scales easily to pump out cookie-cutter system configurations.

> We know before we even go out to a home how many doors are there, what we're going to have to do. We know the keypad is going to be in the same spot.
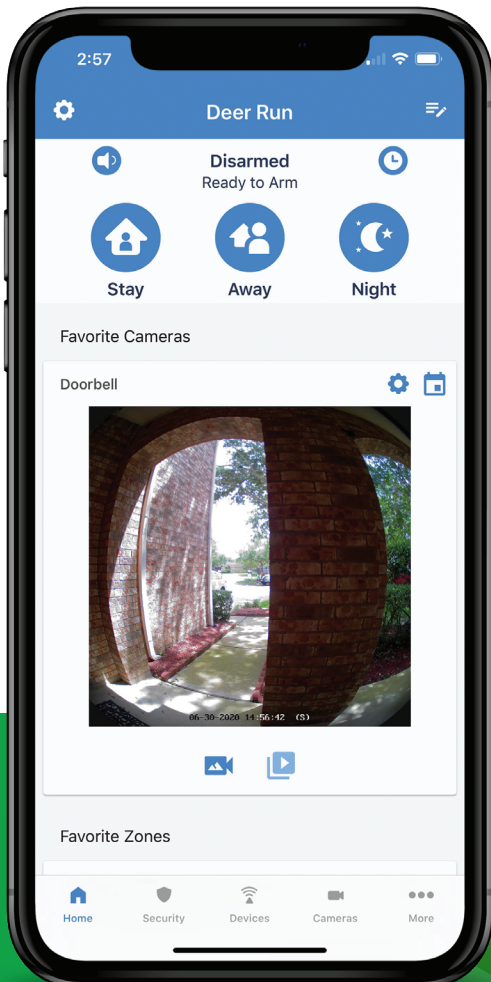>
> -SWS Security Professional

Solution:

Because Alula is a right-size company that puts our partners first, SWS was able to work with Alula engineers to design a template to make the programming more automatic, a service Alula provides to partners. It might not sound like much to save 5 minutes, but when you're doing thousands of panels, that time savings adds up to real dollar value.

"Having things like a template which you guys worked out for us, was another thing so I can immediately boot up a system and it has programming already done for me. That was a huge thing and it has also made it easier for us. But even if I took a brand new system and I didn't have that it's super easy. It's just made all the better if I can save 5 minutes on programming. You're rocking and rolling in just a couple minutes. I do most of our installs in sub-30 minutes. Like 20, 25 minutes, I'm done."

-SWS Security Professional

Takeaway:

The SWS use case shows the value of Alula's simplicity and how easily that can scale for installers who have to do multiple installs a day in a compressed time period. It also shows the value of saving time onsite by pre-provisioning the equipment -- one SWS installer said it cut time onsite in half. The elegance of the Alula app helps attract and retain new homeowners to use the system that came pre-installed in their home.

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