BAT-Fire & Alula offering solutions that cut down on time and expenses

A Q&A WITH ROB BOWMAN, SECURITY DIV. MANAGER, WITH FELD SECURITY

Based in Carroll, Iowa, Feld Security is proud to be part of the Ed M. Feld Equipment Company. Founded in 1945, Ed M. Feld Equipment has grown from providing quality fire and rescue services and products through Feld Fire to establishing a respected home and commercial security division. Feld Security shares the company's dedication to safety and security while continuing Ed M. Feld Equipment's tradition of excellent service after the sale. With experienced professionals, the latest technology, and top-rated installation services, Feld Security is committed to keeping homes and businesses safe and secure 24/7. Alula had the chance to chat with Rob Bowman, Security Div. Manager, about why Feld Security made the switch to BAT-Fire and how beneficial it has been for their customers.

WHAT LED YOU TO CONSIDER USING BAT-FIRE FOR YOUR BUSINESS?

We were very familiar with the products and how they operate. Initially, we were using ipDatatel in the late 2000s, and, once they combined with Resolution Products and formed Alula in 2018, we continued to work with them. We first started with Alula's BAT-Connect communicator in the spring of 2021. We were very impressed with the functions and capabilities it offered to our customers. Once BAT-Fire was released in December 2021, we were an early adopter of the solution. We needed a universal 5G-ready solution for our customers, and we knew we were going to get top-level service from Alula.

WAS THE PRODUCT DIFFICULT TO LEARN? HOW QUICKLY WERE YOUR TECHNICIANS ABLE TO MASTER THE INSTALLATION PROCESS?

The simplicity of the solution and ease of programming and use for our technicians was noticed on the first day. The product is similar to the other Alula communicator, in which we have had great success, allowing our technicians to easily learn this new product. We are able to program the solution in the office and then the technicians need to only connect and test on site, saving time and money. Many of our technicians are able to get BAT-Fire set up in 15 minutes. All that is required is to connect the communicator, configure the panel and the system is ready to go.

To learn more about the ease & versatility of the BAT-Fire Communicator visit

alula.com/communicators/bat-fire

HOW DOES BAT-FIRE COMPARE TO OTHER FIRE COMMUNICATORS YOU'VE WORKED WITH?

Before BAT-Fire, you may have needed a communicator for cellular communications and another for ethernet; now both are always available. We do a lot of voice-over IP phone lines, which are not compatible with other fire systems. BAT-Fire fills the gap for those customers. Also, with other communicators in the marketplace, they each have different part numbers for different options which can make the process more difficult. With BAT-Fire, there are only two part numbers - AT&T and Verizon. That allows our warehouse and support team to quickly and easily support our customers.

WHAT ARE THE MAIN BENEFITS YOU'VE SEEN FROM SWITCHING TO BAT-FIRE?

With other communicators in the marketplace, everything needs to be done on-site, but with BAT-Fire you are able to quickly upgrade firmware and troubleshoot diagnostics remotely. This saves even more time for our technicians and support team. Some other benefits include BAT-Fire's programmable inputs and outputs, which allow the monitoring of auxiliary building systems, such as the HVAC and sprinkler flow control. Additionally, BAT-Fire was 5G-ready from the get-go, this will help eliminate the hassle, and costs, associated with future cellular sunsets.

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