

## FOUR SEASONS HIRES EMPIRE TECHS ACROSS MULTIPLE LOCATIONS FOR SECURITY SYSTEM UPGRADES



### CHALLENGE

The high end chain of 55+ communities were struggling to find reliable security system solutions for their large communities and a partner they could trust. The current security systems were designed poorly and left key locations without coverage, the products installed were substandard and the system were cumbersome to use. In addition the current vendor was non responsive to the needs, provided band aid fixes, and never provided any system training.

### SOLUTIONS

**New Surveillance System-** With customer input ETG Designed and Engineered a new surveillance system consisting of close to (90) High Def IP cameras across (4) Locations providing extensive coverage of the communities. The design included (6) Point to Point links which allowed the customer to link remote camera locations back to the headend clubhouse without requiring a dedicated internet connection at the community amenities saving the customer over \$1,194 per month. ETG installed a new Video Management Software or VMS which was feature rich and delivered ease of use for the customer.

**Ongoing Support-** The customer purchased ETG's Total Care Gold Level Support Package which includes unlimited technical support, on site quarterly maintenance and an all inclusive extended warranty for 5 Years. Gold Support basically ensures the customer has no unforeseen costs for the next 5 years. It also guarantees response times and ongoing training which are all included.

### RESULT

Today the customer has a reliable, user friendly system they know how to use and actually enjoy using! They are finally seeing a return on the large investment they have made in security for their communities and now can move onto other important projects.. They have an ongoing relationship with their partner ETG and they finally feel like they can trust that their partner is looking out for them.



Saphire Rhodes Property Manager



"I have worked with Empire Technologies for close to 4 years and they have always delivered a great solution to our end user customers each and every time. Big or small size project they deliver. Our contact Pedro Estrada has been awesome. Very responsive, knowledgeable and professional during all of our combined projects. The support team has been great as well. I would recommend Empire to anyone looking for a reliable and professional security systems company."