

SOUTHERN CA HOA COMMUNITY CELEBRATES 8 YEAR ONGOING TOTAL CARE RELATIONSHIP WITH EMPIRE TECHS



CHALLENGE

The HOA consisting of 310 single family homes and several amenities including a community lake for recreational activities, community BBQ area, Pool and Spa, Clubhouse, Boat Dock, Basketball Court, Parks, and RV Storage was in search of a new security system back in 2015. The current system was installed by a company that went out of business and there was no ongoing support available. The system was falling apart piece by piece and the community was looking for a vendor who could cover all the amenities which were at remote areas of the property.

SOLUTIONS

New Security System- Starting out with a thorough Discovery process, Empire began clarifying all the objectives of the new security system with the client. Once all the questions were asked, Empire Designed and Engineered a new Surveillance and wireless non line of sight point to point network. The solution was proposed to the client and upon approval the new security systems were scheduled for install.

Ongoing Total Care- During the Discovery process it was determined that the property manager also would need help with ongoing support of the system. They had a desire for on site support once a quarter and an all inclusive extended warranty program to avoid any unforeseen costs.

RESULT

Its been 8 years since the system was installed allowing the HOA to monitor all the amenities within the property even the remote areas of the community. The security system is easy to use and most importantly is always reliable. The property manager has access to unlimited technical support via Empire's Helpdesk where they can call in and get help retrieving video footage of incidents. The typical video footage captures the vehicular gates getting hit, after hours trespassing and monitoring of the community amenities as well as license plate capture.



Victor Martinez Total Care Service Manager
Empire Technologies Group Inc.

"We have been providing our ongoing Total Care Service to the HOA for over 7 years, This site has over 25 Security Cameras and multiple wireless point to points. As the service manager my top priority has been maintaining the quality of our Total Care Service and ensuring that any issues are addressed promptly and taken care of effectively. Maintaining regular communication with the customer, and keeping them informed of any updates or issues has been a long way in building trust and demonstrating our commitment to providing excellent service and unmatched attention to detail."