



How the installation of the OPTEX BRIDGE powered by CHekT encouraged a long-time residential alarm customer to not only remain online but to discover the added benefits of a visually monitored security solution using the panel & cameras they already had.

INTRODUCTION

While the customer was paying for professional alarm monitoring, they did not realize their current alarm company could design a package that would provide the monitoring station with video monitoring.

There's a growing frustration among alarm users caused by slow police response times and false alarm fees being assessed for errant dispatches. When the alarm company introduced the CHekT App and Video Verification, the customer immediately appreciated the value of them the alarm center and receiving video notification information.

JOB SITE

The CHekT Certified Dealer - GUARDIAN ALARM SYSTEMS, Shreveport, LA - met with the homeowner and presented the addition of the OPTEX Bridge. The Bridge would then connect the home's existing alarm system with the camera system, allowing both to work together to send immediate video to the operator for dispatch and the homeowner for verification. Three existing exterior cameras were repositioned to allow the camera's field of view to oversee the detection pattern of motion sensors already on site. One camera, with analytics, was paired to the Bridge, and the perimeters of the detection pattern were established inside the CHekT Portal for optimal performance without nuisance alarms being triggered.

SOLUTION



Assessing the situation, the dealer (Guardian Alarm Systems) quickly realized that re-purposing existing alarm & camera systems - connected with the OPTEX BRIDGE powered by CHekT - was the best solution for this site.

Existing Equipment

- 4 IP Cameras
- NX8 Alarm Panel

Added Equipment

- 1 CKB304 OPTEX Bridge



THE PROBLEM

Due to recent car break-ins in the neighborhood, the homeowner was evaluating a DIY solution to receive notifications when someone was on their driveway or around their home.

Because DIY solutions offer notifications and a mobile App to engage them when an alarm occurs, the homeowner was on the cusp of canceling the service and replacing their traditional alarm system & cameras with a DIY system.

RESULT / CONCLUSION

The homeowner and the alarm operator now have immediate access to all on-site cameras when an event occurs. The homeowner immediately felt engaged in the disregard-dispatch process using the CHekT instant verification clips sent via SMS text.

The homeowner also felt a higher level of protection, knowing that a visually-verified dispatch from the alarm operator would likely provide a priority response from police or first responders.

This customer started the process as a potential lost account and is now a re-engaged, freshly satisfied customer.