



## Accu-Lock and Security improved productivity and service time with the help of Bell.



Based in the Niagara Region, Accu-Lock and Security is a full service security solution company that has been servicing the Southern Ontario area since 1992. They offer an extensive range of products for industrial, commercial and residential use, including hardware and installation for alarm systems, cameras, access control, fire system monitoring and more. Accu-Lock and Security prides itself on providing customers with prompt service and quality workmanship.

### The need.

With 14 employees on staff, including seven technicians that travel in the area to perform service requests, Accu-Lock and Security found that the communication processes they had in place did not allow the team to work together as quickly and efficiently as needed to keep up with the busy pace of the business.

The company equipped its employees with smartphones, but the screens were not large enough to allow for efficient review of work orders and manuals. "No matter how digitized we became, work orders would still end up being on a piece of paper in a service truck somewhere," said Carlo Scutti, President of Accu-Lock and Security. Technicians often worked offsite for two to three consecutive days, which meant that paper work orders were not invoiced until they returned to the office.

The company needed a more effective communication system that would allow the team to optimize processing and service time.

### The solution.

Accu-Lock and Security switched to Bell. With professional advice from their Bell Business Expert, the company selected the right smartphones for their team's needs from Bell's vast line up of mobile devices. Their field technicians were equipped with Samsung Galaxy Note 3™ smartphones which provided them with larger screens, and their office employees were equipped with Samsung Galaxy S5™ devices.

With their powerful new mobile devices, the security company was able to implement software that allows the team to process work orders

## Why choose Bell?

### Canada's largest LTE network.<sup>1</sup>

We cover over 31 million Canadians from coast to coast, keeping your business connected wherever work takes you.

### Ranked #1: Canada's fastest mobile network.\*

With the Bell network, you can upload and download with blazing-fast speeds – helping your team keep pace with the speed of business. And we keep getting faster. We are rolling out the next generation of mobile technology, LTE Advanced, in communities across Canada. Visit [bell.ca/network](http://bell.ca/network) for details.

### Innovative solutions.

Maximize productivity with best-in-class solutions from Bell. Communicate instantly with your team using Push-to-talk (PTT), discover solutions to minimize paperwork, track your fleet and more.

### Advice you can trust.

Our team is focused on working with you to tailor a suite of solutions that meet the unique needs of your business. Our experts will recommend ways to make the most of your mobile investment.

\* As ranked by PCMag.

electronically from anywhere. “We started to develop the concept of eliminating paper by reaching the guys directly through their phones,” said Scutti, “With handsets becoming more economical and more powerful, it’s opened the doors for us to mobilize some of our processes.”

## The result.

Now office employees can send work orders through email, and the technicians are able to open them on their smartphones. “The Note devices act like a service book for our guys. They can access all the pertinent information – materials they need, expected completion times, customer addresses and phone numbers,” said Scutti.

Backed by Canada’s largest LTE network<sup>1</sup>, Accu-Lock has access to blazing-fast data speeds to facilitate the transfer of large files. “We move a lot of data back and forth, and every transaction that drags is a headache,” said Scutti. “Having a network with fast speeds and great coverage is critical.”

Sometimes the technicians use the video feature on their devices to capture and share information with the service manager if difficulties arise. “From time to time, our technicians can do a live video feed over the phone if there is something peculiar happening. We can make a recommendation based on what we see,” said Scutti.

With large screens and the S Pen designed for use with Note devices, technicians can make notes on forms, review manuals, and capture customer signatures digitally. When a work order is signed and completed, the technicians upload it into the cloud, and office staff then retrieve the documents and begin processing the transaction right away. Work orders can now be tracked electronically from start to finish.

Technicians no longer need to return to the office to submit completed work orders, and can move on to service more customers.

“Customers are happier, turnaround is quicker, and the bottom line is we have 7 technicians that look like 20,”

*- Carlo Scutti, President of Accu-Lock and Security*

Since launching their new communication processes with mobile devices and service from Bell, Accu-Lock and Security has significantly improved productivity and service time. “This new process saves us hours,” said Scutti. “We are getting more done with the same number of people.”

As an added bonus, Accu-Lock and Security also enjoys exclusive discounts on fuel from Petro-Canada as part of the Bell Business Advantage program. “It really helps us to not only save, but also consolidate our fuel expenses. It’s much easier to track on a monthly basis,” said Scutti.

Does your business encounter similar communication challenges?  
For more information about wireless solutions and how we can help,  
visit a Bell store or call 1 855 272-0776.

## Wireless services from Bell help Accu-Lock and Security to streamline their business.

- Delays in invoice processing have been eliminated
- Technicians have more time to serve more customers
- Work order status is available electronically anytime
- Paper usage and costs have been minimized
- Shareable plans keep mobile costs manageable

