

Case Study

BT Redcare Agile beats thieves at site with no phone line

No phone line was no problem for Devon-based security company Sound & Visual Systems when a customer in the process of relocating turned to them for a fast and effective protection solution.

Sound & Visual Systems' Director Andy Howland takes up the story: "The new site this industrial company was moving to had everything in place – except for a phone line. They had installed their manufacturing plant and offices and were just about set to start work again on the Monday. But they obviously needed to protect their new facility over the weekend."

Andy and his team delivered exactly what the customer needed – and quickly – in the shape of BT Redcare Agile. This dual-path alarm signalling system provides cost-effective Grade 2 protection by combining GPRS with any landline, not just BT lines. And in circumstances where a landline isn't available – for example, in an unoccupied house that's on the market, offices awaiting new tenants or on a building site – it can simply operate without it, temporarily or permanently.

On the Saturday night, the customer's new premises were targeted by burglars – but with BT Redcare Agile there to provide protection, they got no further than breaking down a perimeter door before the alarm scared them off.

Thirty seven other customers of Sound & Visual Systems are also enjoying the peace of mind – and the cost advantages – that BT Redcare Agile brings. They include both businesses and family homes. The product was a logical addition to the company's portfolio when it first launched in May 2007 – as Andy explains: "BT Redcare is always our preferred choice for our customers. We're very comfortable with the products. We have a good working relationship with the team. And the BT name also adds a lot of weight."

"For this industrial customer, BT Redcare Agile was the first step in an ongoing BT Redcare-based security project" says Andy "and in view of events, absolutely the right step!"

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Andy Howland, Sound & Visual Systems' Director

He concludes: "If the burglars had managed to get away with any equipment or had done any damage to it, that could have had a massive impact on our customer's business. It might well have put them right out of action. So the fact that the thieves were stopped in their tracks by BT Redcare Agile was a brilliant result."

What next?

To find out more about how BT Redcare can help grow your business, contact your account manager, call us free on 0808 1000 216 or visit our website at www.redcare.bt.com.