

Alula's Connect+ Platform Helps Pulsar Alarm Systems Save Time and Money

A PRODUCT THAT WORKS WHEN YOU NEED IT MOST

Brian Ireland is President and CEO at Pulsar Alarm Systems, an integrator that provides quality fire alarms, fire sprinklers and security services for commercial, residential, industrial and institutional applications. Since 1974, Pulsar Alarm Systems has expanded nationally and now oversees the protection of some of the largest multifamily communities in the country. As a partner in protection for its customers, Pulsar Alarm Systems must provide solutions with features that guard against potential disaster and perform without fail. Pulsar Alarm Systems tailors each installation to ensure the protection of what matters most.

The platform Pulsar Alarm Systems was using before Alula was consistently malfunctioning, leading to technicians spending 5 to 6 hours per week on the phone with customer support. When working with their old provider, Pulsar Alarm Systems wasted time and energy trying to get the applications working for their customers.

“First and foremost, we are a security company, and our customers deserve a solution that will make the

necessary updates to valuable features quickly and without trouble,” said Ireland.

“We kept running into issues that took time away from our technicians and left our customers' properties unmonitored and vulnerable.”

With the issues that stemmed from the previous provider, Pulsar Alarm System knew they needed to source a different solution that would perform at the level they required. Alula provided the right equipment, services and platform that Pulsar Alarm Systems was looking for.

Using all Alula solutions has simplified the installation process as well as the learning curve for Pulsar Alarm Systems' customers.

“Not only are we saving significant time and money, but the confidence of our technicians in the solution they are installing is ten-fold.”

“For the times we have made calls out to the support team, Alula has been right there for us and has quickly made the needed changes and updates in a timely manner,” said Ireland.

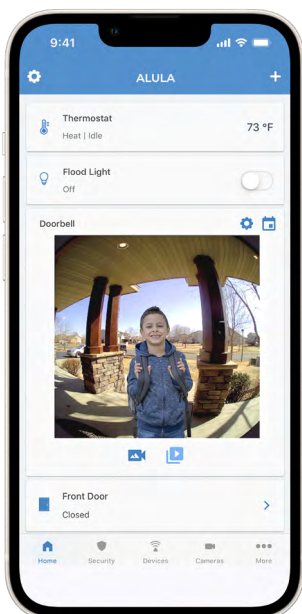
It is imperative that a monitoring application display whether the system is armed/disarmed, has lights on, and the current thermostat setting. However, not only do customers want to see this information, they also need to be able to control it easily and without delays. The award-winning Alula Security App enables the end user to control home and small business security and automation systems from a single platform and provides real-time notifications, which is helpful for Ireland and his team.

“The Alula app beats out all other competition. Our customers are no longer waiting over 20 seconds for a light to be turned on, or for a notification to be sent to their mobile device. When system activity happens, it is instantaneous” said Ireland.

Not only does the Alula mobile application work in real-time and have notably fewer failures than the prior system provider’s equipment, there is also a seamless interface between the mobile app and the Connect Touchpad. This allows Pulsar Alarm Systems’ technicians to easily demonstrate how the features work regardless of the interfacing device.

“We greatly enjoy working with Alula and know that their solutions will work, in real-time, when we need them to” said Ireland

To learn more about the ease and versatility provided by the Connect+ Smart Security System visit www.alula.com/connect.



★★★★★
4.8-star rating
Best in industry

