Case Study: Merityre, Multiple Sites

Project: Intruder Alarm Systems with Monitoring

The Brief:
Merityre, leading tyre care specialists in the South of England, offer services on tyres, brakes, air conditioning and more. Merityre Specialists had Intruder Alarm Systems installed and maintained by different companies over 24 branches and required the latest systems to be installed to consolidate all systems with one company.

The Solution:

Intruder Alarm System:
Each of the 24 branches were visited by our Surveyors to assess the security requirements as all properties varied in layout.

Once each survey was completed specifications for the required Intruder Alarm coverage were prepared to match the customer’s budget and requirements.

Westronics installed Galaxy Controlled Intruder Alarm Systems at each of the properties utilising a mixture of Dual Technology Detectors, Door Contacts and Heavy Duty Roller Shutter Contacts to ensure maximum protection of both the customer’s property and the equipment and stock within the premises.

Utilising Dual Com Signalling devices in accordance with the customers insurance requirements, each system is monitored by our Central Station with each location having its own list of key holders. All systems were designed and installed to the latest NSI (National Security Inspectorate) and British Standards allowing each system to receive Police response.

Maintenance of Systems:
With multiple sites Westronics continue to maintain each of Merityres Intruder Alarm Systems. Each system benefits from 2 preventative maintenance visits per year where the systems health is tested.

With Westronics Comprehensive Maintenance program (available on all new systems installed by Westronics) Merityre are covered for all call outs, parts and labour needed to repair any faults on the system in the unlikely event that they occur for the lifetime of the systems, meaning that there are no surprise costs should any parts of the system fail beyond the manufacturers warranty period. This allows the customer to rest easy in the knowledge that their systems are covered for all events at no extra cost now and in the future.

“We have been more than pleased with how Westronics took on the work and made sure there was the least amount of disruption to our business, they have continued to give us a high standard of customer service and support with their maintenance programme”.

Dene Arnold  
Director,  
Merityre Specialists
Customer’s comments:
Dene Arnold, Director at Merityre Specialists said “Merityre are a well established Tyre and Auto-Service company with 24 sites, we have been trading in the Thames Valley area for over 50 years. Over the years our intruder alarms have been installed and looked after by various companies. However, a few years ago we decided to consolidate all our intruder systems with Westronics. We chose Westronics because it is a local family run business that reflects the same values as Merityre – Quality – Good Customer Service – Good Communication.

We have been more than pleased with how they took on the work and made sure there was the least amount of disruption to our business, they have continued to give us a high standard of customer service and support with their maintenance programme.

Our Intruder Alarm Systems are one less worry for the senior managers of Merityre to deal with allowing the Directors to focus on the important part of our business which are our customers and staff. We hope to continue this successful relationship with Westronics and the Miller family for many years to come”.

For more information on Westronics’ services or to discuss the right products for you please contact Westronics on 0118 942 6726 or email sales@westronics.co.uk