



HOLMES MURPHY FRATERNAL PRACTICE/ADT NATIONAL PARTNERSHIP NATIONAL ACCOUNT PROGRAM

HMFP has a preferred partnership with ADT, which affords our clients direct access to a reputable emergency remediation company.

Who is ADT?

- One of the largest commercial systems integrators
- 100% focused on commercial
- Security, fire, life safety and risk consulting
- Dedicated commercial and National Account monitoring centers
- Dedicated commercial leadership and customer service teams
- 145+ years in business

Features of the National Account Partnership

- ADT Commercial has approximately 2,000 in-house field technicians, 150 local offices, National Account Operations Center and four redundant ADT Monitoring Centers.
- Service is performed approximately 90% of the time by in-house resources.
- Program and Project Managers oversee progress of all installations.
- Subcontract resources may be used for initial transition of current monitoring systems to ADT centers, and are used to maximize efficiency for new installation work. Subcontractors are vetted through a strict approval process.
- The National Account Operations Center is comprised of teams who are responsible for all facets of customer interaction.
- The unique pod configuration of employees collaborates on your specific account.
- Teams liaison with field offices to ensure expectations are communicated.
- eSuite online account management tool with daily activity dashboard to review highlights outliers and trends allowing for proactive resolution.
- Clients access a 24-hour Operations Center without phone call trees (live person answers).

For more information, contact:

John Pine

National Account Manager.

M: [317.383.7767](tel:317.383.7767) **E:** johnpine@adt.com

www.adt.com/commercial

