Alarm**Biller**

Castle Security

Since its establishment in 2008, the New Castle, Pennsylvania based company has built a well-regarded, successful business by providing a wide array of services as well as excellent care to its customers. Since 2015, Castle Security has used AlarmBiller, the number one billing software for security as an extra set of virtual hands to help improve day-to-day operations. We sat down with Administrator Mike Scalzo to learn more about the company and how AlarmBiller has helped improve their operations.

How Castle Security get started?

After working for years in security, Preston Flannery decided it was time to spread his entrepreneurial wings in 2008 forming Castle Security, LLC. From humble beginnings, Castle Security has continued to grow becoming one of the area's premier residential and commercial security providers.

What products and services do you provide, and what type of clientele do you have?

Castle Security's experienced crew of professional technicians provide products and services including, but are not limited to, burglary and fire monitoring, closed caption television, data cabling, card access, and more. Commercial clientele make up the majority of Castle Security's business; nonetheless, many residential properties are serviced and monitored.

What is unique about your business model?

Castle Security is dedicated to providing first-rate service with cutting edge, top-of-the-line products while meeting the needs of each client's budget.

What are some of the aspects of your business that AlarmBiller is helping?

Preston and his office management team have felt the load has been lightened since purchasing AlarmBiller in 2015. It is almost as if this software acts as an additional employee, seamlessly handling necessary aspects of day-to-day business such as billing, one-time payments, automatic recurring monthly revenue, technician dispatching, invoices, technician accountability, and more!

Are there any specific metrics that have improved since you started using AlarmBiller?

The office management team has noticed improved organization and accountability. With the automaticity that AlarmBiller provides, the team has also been able to spend more time providing personalized customer service to valued clients.

What are some of the biggest changes in customer requests and expectations you've noticed over the past year?

With today's technological environment of "right now," both residential and commercial clients want to be able to handle as many aspects of their day-to-day life at their fingertips. AlarmBiller has enabled our technology-savvy customers to view bills and make payments automatically or online. In addition, AlarmBiller also allows us to cater to the needs of clients who prefer to receive their bills and make their payments the old-fashioned way.

What are the biggest things over the past few years that have affected your business? How have you responded?

Castle Security is dedicated to meeting the needs of all customers; therefore, professional technicians and office managers attend seminars/webinars and trainings throughout the year to maintain and acquire necessary certifications. The security business is ever changing, and Castle Security is doing all that it takes to ensure that is continues to deliver the best of the best to its customers.

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