

# Centra-Larm Monitoring



OpenVoice is an interactive voice response system proven to expedite response times, increase communication to end-users, and provide a better service for emergency alarms.

## THE CUSTOMER

For over 27 years, Centra-Larm Monitoring has dedicated their business to providing security and satisfaction. As a UL listed, TMA 5 Diamond Central Station, they offer leading-edge technology with a staff of highly-trained operators. They believe that, “*While security is our business, service is our trademark.*”

## THE NEED

Centra-Larm Monitoring is located in Manchester, New Hampshire. A good portion of the geographical regions Centra-Larm services tend to experience seasonally extreme weather conditions.

During a catastrophic weather event, there can easily be over 20,000 alarms in the queue. The vast majority of them are low priority. Centra-Larm needed a good solution to handle the massive amounts of low priority signals in the queue during these storm events.

## THE SOLUTION

Centra-Larm sends automated notifications using text or email, however many clients still want a telephone call. They evaluated the OpenVoice system for any telephone contacts to be made on low priority alarms including A/C failures, low battery alarms, supervisory signals, and other non-emergency signal types.

The OpenVoice system generates automated telephone calls using text-to-speech. The team at Centra-Larm knew that it might be a challenge to get their dealer base to accept an automated system. When evaluating the OpenVoice system, they placed a high focus on the user experience, stating, “We knew that if we were going to release this to our dealers, it

had to be as good as a human for them to accept it.”

The Centra-Larm team reported the OpenVoice system to be very intuitive, and said it maintains a good pace, the text-to-speech voice is clear and easy to understand and the menu options are well-defined and direct. The system is also flexible with custom menus easily created to accommodate different dealers and each special need.

Centra-Larm decided to add 96 outbound lines of OpenVoice that run on four T1's on a 24/7 basis. In the event of a storm causing mass amounts of low priority alarms, their OpenVoice system can make 96 simultaneous calls to handle alarms and clear the queue, while operators focus on high priority alarms.

## THE RESULTS

Since introducing the OpenVoice system, Centra-Larm has dramatically improved their response during storms. In addition, they have advanced their communication to end-users and are providing better service for emergency alarms. The team reported,

“60% of the traffic that dispatchers handled by phone was in response to low priority alarms. By using an automated system to handle these low priority alarms, we instantly communicate with end-users and stay focused on higher priority alarms to provide the very best service possible during emergency situations.”

Learn how OpenVoice can benefit your organization today!



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