

Marshalltown School District

The ADS Customer Care Program Advantage



The Customer

Marshalltown School District

Industry

K-12 Education

Location

Marshalltown, IA

Services

- ADS Customer Care Program

The Challenge

Frustrated with the poor support & maintenance offered by their provider, Marshalltown Community School District sought a new provider that could support their newly installed Avigilon surveillance system.

The Solution

As an Avigilon Platinum Elite Partner of 10 years, American Digital Security is one of the largest resellers of Avigilon products in North America. With our expertise in the product, ADS designed a custom-tailored Customer Care Program for MSD. With this program, ADS services and supports any issues with their security system with a direct line to our in-house IT support team to take their calls - all in a timely manner with a working knowledge of their system.

The Result

As a result, MSD has had minimal technical issues and outages since choosing ADS as their security solutions partner. Camera outages are minimal, and when they do occur they are repaired with top priority, server hardware failures are corrected immediately, and managing updates to Avigilon's software is an easy process thanks to our expertise with the products. With a more efficient and reliable system, school faculty & parents now have more peace-of-mind when it comes to the safety of the children.

"We have worked with ADS for a while now to secure our entrances and to implement a high quality security camera system. They have been a quality company to work with, and we trust them to solve problems when we call on their support. We continue to call them to implement new projects in our district because we know they'll get the job done right"

- Amy Harmsen, Director of Technology, Marshalltown Community School District



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