

## CENTRAL ALARM CONTROL IS SAFE AND SECURE WITH XO® ONE IPBX

Established over 25 years ago, Central Alarm Control (CAC) monitors alarms for more than 140 alarm companies, serving 120,000 business and residential customers. CAC's central station, located in Miami, provides 24/7 reliable monitoring and service for installers and customers — from banks and hospitals to private residences. The company monitors alarms as far away as Hawaii, Puerto Rico, and the Virgin Islands.

Not only does CAC have a reputation for reliable service, but also for implementing the latest innovations in technology. For example, CAC was the first central station to have remote video monitoring, as well as computerized dispatching of alarm signals to 911 centers. At the foundation of the company's service is a call center with 22 workstations and 230 phone lines used to monitor alarms.

### The Challenge

Reduce the high telephone costs and poor service associated with a previous service provider, while deploying a call center that supports future growth

Central Alarm Control depends on its phone lines to keep its business running and to provide exceptional service to customers. In the past, monthly telephone bills were as high as \$14,000, a burden for the company, according to Carlos Moya, Vice President of Operations.

Another challenge was customer care. "When we have a problem with our telephone system, we need a technician on site within 20 minutes, but our previous provider was taking several hours," said Moya. "I had to drive 60 miles to meet the technician at the office and still wait another hour for them to show up."

Other issues Central Alarm Control faced were dealing with separate invoices from different vendors for local and long distance service, and having to manage their own phone system and equipment. "The entire experience was very frustrating," said Moya.

### The Solution

XO® One iPBX, a managed PBX service offering, combined with outstanding, personalized customer care

Central Control Alarm switched to XO One iPBX for their call center about nine years ago. In summarizing the experience, Moya said, "Moving to XO was the best business decision we ever made."

XO One iPBX is an integrated PBX voice and data solution providing both local and long distance service. Key benefits include:

- A *single monthly invoice* for all services, as well as predictable local and long distance charges, making it easier to control communications costs and reduce the administrative burden of managing multiple vendors
- *No upfront investment* in capital equipment, allowing companies to invest more of their time and money into managing and growing their business
- *Avaya® or Nortel® phone equipment* with available digital, IP, or analog phones
- A *complete portfolio of calling features*, plus productivity enhancing applications, such as click-to-dial, call logs, and a graphical user interface for phone administration

With XO One iPBX, XO handles everything — from phone equipment and the network to maintenance, installation, and customer care.



### Executive Summary

#### CENTRAL ALARM CONTROL

- Industry: Call Center
- Location: Miami, FL

#### BUSINESS CHALLENGE

- Reduce excessive telephone costs in call center
- Find a service provider who would respond quickly
- Plan for future growth

#### SOLUTION

- XO One iPBX
- Single point of contact

#### RESULTS

- Significantly lower costs
- Simplified billing
- Expert, responsive service
- Future-ready technology



## The Results

### Dramatically Lower Costs

Before XO One iPBX was implemented, Central Alarm Control was paying between \$11,000 and \$14,000 each month in telephone bills. “Now our monthly bill is about \$3,000, which is obviously a huge savings and a great benefit to our business,” Moya said.

### Simplified Billing

“With our previous service providers, invoices were confusing,” said Moya. The company received different bills for local and long distance, and it was hard to figure out the charges. Now CAC has a single bill each month, and a credit card on file to pay it, eliminating confusion and hassles. “It’s a huge relief,” said Moya.

### Expert, Responsive Customer Care

Moya said he has had the same rep at XO since the beginning — a single point of contact for all his needs. “The quality of personal service we get from XO is amazing,” said Moya. “They make us feel like we’re part of the XO family. I don’t have to explain myself over and over or talk to three or four people to get what I need.”

### Future-ready Technology

Whenever Central Alarm Control needs to add another phone line, the T-1 capacity is already in place. There’s no waiting. According to Moya, Central Alarm Control is growing and planning to move to IP phones for additional savings. The system is ready when the company is.

“Switching to XO was the best business decision we ever made.”

### CARLOS MOYA

Vice President of Operations  
Central Alarm Control  
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## About XO®

XO Communications, a subsidiary of XO Holdings, Inc., is a leading nationwide provider of advanced communications services and solutions for businesses, enterprises, government, carriers and service providers. Its customers include more than half of the Fortune 500, in addition to leading cable companies, carriers, content providers and mobile network operators. Utilizing its unique combination of high-capacity nationwide and metro networks and broadband wireless capabilities, XO offers customers a broad range of managed voice, data and IP services with proven performance, scalability and value in more than 75 metropolitan markets across the United States.

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