

# 10 Questions to Help You Choose the Right Electronic Security Partner Now

## 1 | Do they measure successful installations and report on it?

NAVCO measures Picture Perfect Installations. That consists of our sales team including all the necessary equipment on the order, our operations team installing it correctly without having to return to fix anything within 30 days of installation and our accounting team invoicing you correctly the first time.

## 2 | What is their trips to resolution ratio for service calls?

NAVCO has a 1.1 Trip to Resolution rate, which means that 90% of the time we get your system up and running on our first visit, saving you money and reducing system downtime.

## 3 | What is the average tenure of their employees?

NAVCO has an average employee tenure of 9 years. Our employees are well trained and given the tools they need to be successful in their positions, allowing them to provide high-quality customer service.

## 4 | Does their company have a process to onboard new customers?

NAVCO has an onboarding process for all new customers to communicate what you can expect from our team and give us an opportunity to learn of any special requirements or needs you may have.

## 5 | Does their company have an established set of Core Values?

NAVCO has 6 core values that we look for in every new employee. Honesty, Integrity, Respect, Quality, Teamwork and Responsibility. These principles guide all our interactions with customers, vendors and coworkers.

## 6 | What is their training program to ensure expert installation of products sold?

NAVCO's technicians are put through rigorous training on all the product lines that we sell. Training classes are tracked, and when additional training is added for updates or new products those classes are pushed out

to the team for completion. Their expertise is required for us to maintain our 97% Picture Perfect Installations and 1.1 Trips to Resolution promises.

## 7 | What is the percentage of their own installation team vs. subcontractors you use?

NAVCO has a ratio of 80% NAVCO Installers/ 20% Subcontractors. We have a process to vet our subcontractors to make sure that they will provide the level of excellence we require saving time, money and reducing stress.

## 8 | Do they have dedicated Project Managers for large projects or multi-site rollouts?

NAVCO has dedicated Project Managers that are brought into all large projects and multi-site rollouts ensuring that our customers know what to expect and our installations run smoothly. Our goal is to make every installation a success by saving time, money and minimizing your stress.

## 9 | Has your integrator provided you with a recent technology roadmap so that you can establish your plan for 2021-2022?

NAVCO holds annual account review meetings with our customers to assess their satisfaction with the work we have done over the past year, what new projects the customer might have coming up, and then we review the technology and provide a roadmap to keep the technology current while addressing all of your changing business needs...

## 10 | Do you have someone on your team to monitor your video, access control and/or alarm systems?

NAVCO has been an employee-owned company since 2015. All of our employee-owners are personally invested in delivering the highest level of customer service possible. We understand that earning and keeping your business is important. And the highest compliment you can pay us is to refer us to your business colleagues.