

stages®

Solving the Challenges Faced by Growing Monitoring Centers

THE CUSTOMER

AvantGuard is the relationship-first monitoring center. Their mission is: to provide first-rate service to the dealers we partner with and the subscribers we protect, to constantly improve efficiency by innovating the monitoring process and challenging the status quo, and to prioritize development for our team members, our technology, and the way we approach challenges. The company began as the monitoring arm of a traditional fire/security company, Mountain Alarm. In 2008, AvantGuard separated from Mountain Alarm to become one of the pioneers in central station and disaster recovery with a strong focus on mobile Personal Emergency Response Device (PERS) monitoring. Today, AvantGuard provides Internet of Things (IoT) security, fire, PERS, mPERS, and IoT service to more than 700 dealers across the U.S., and in Puerto Rico and Canada.

THE CHALLENGE

In 2010, AvantGuard was in a period of rapid growth and innovation and needed an automated platform that would allow their company to scale and grow. The company was seeking a new platform to replace its monitoring center software, MasterMind, that would help them grow while also seeing better overall value in the technology that could include feature advancements and ongoing development. AvantGuard needed a flexible, web-based solution that would help reduce data entry as well as allow for a custom UI to be built on top of the API.

“We needed a solution that was flexible and forward thinking, and a partnership on a platform that was headed in the right direction in a speed that mattered,” said Justin Bailey, President of AvantGuard.

As a result, the company began evaluating alternate platforms that would help drive their continued growth.

THE SOLUTION

AvantGuard looked at several platforms, and selected stages® from SGS, which was acquired by Bold Group in January 2019. The stages® platform offered the flexibility in deployment and maintenance that AvantGuard was seeking, and the company saw the stages® API suite as the future for its partners wanting the ability to push and pull data from monitoring centers in real time.

stages® allowed for better integration with the company's CRM systems, the flexibility to create custom UIs, and the ability to receive alarms via XML and to pull proper dispatch agencies based on latitude and longitude. All of these features were critical in supporting the rapid growth of AvantGuard's mobile monitoring service.

"We felt that stages® was by far the most forward-looking platform at the time, and we feel strongly that has continued to this day," said Bailey. "In addition, the relationship we had with the team was really important. We were looking for a true partnership."

THE RESULTS

The platform has provided the company the ability to revolutionize how AvantGuard trains and onboards operators. Previously, operator training

was very time intensive – it required eight weeks of full-time training and a lot of memorization on scripting and exceptions. Now, AvantGuard is able to train and onboard entry-level operators in less than half that time and follow up with additional targeted training, thanks to the fact that stages® manages much of the step-by-step process flow and action plans for the operator.

"Now, we are able to train operators on what we do and how it works, and the script and action plan will lead them the right way" said Bailey. "Because the training is so much more efficient, we are able to hire and train a new caliber of operator. We teach them the logic of our operations, and they are able to follow the action plans to address the alarm."

The implementation of stages® has resulted in continued growth for AvantGuard. "I'm not sure we would have been able to grow like we have without stages®," said Bailey. "There probably would have been a lot of missed opportunities to help customers solve really unique challenges." Bailey concluded that the move to stages® has enabled better training, API development, customization and so much more to help drive the efficiencies within the organization.

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Justin Bailey
President - AvantGuard

Bold Group has provided award-winning, trusted business solutions for the security industry for over three decades. Our core products, stages®, Manitou®, SIMS®, SedonaOffice®, and AlarmBiller® are the leading software choices for top security companies and dealers globally. To learn how to increase profitability and efficiency for your business with our full range of alarm monitoring, Security Intelligence, and integrated financial management solutions, call us or visit our website.

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