TECHLINK
THE PROFESSIONAL INSTALLERS NETWORK

CASE STUDY | SECURITY

Security Provider Scales Installs with TechLink

A national network of technicians and electricians, managed in SIMPL, that scales wherever the client's sales take them.

150%
Growth in the client's customer installation services

Nationwide
Scaling in any area of the country

SIMPL + MOBI
Real-time work order visibility

The Client

A security equipment provider serving customers nationwide, from small commercial businesses to multi-location small and medium enterprises. The client is known as a premium provider of high-quality security camera equipment.

The Challenge

Demand was growing for skilled labor to install purchased equipment across the country. The client needed professional installation of cameras, structured cabling, and electrical work, with the ability to scale dynamically in any region.

The TechLink Solution

- **Dedicated team.** TechLink assembled project managers and engineering staff who specialize in camera installation and calibration, structured cabling, and electrical.
- **National network.** Project managers used SIMPL to source specialized technicians and electricians.
- **Mobile dispatch.** The MOBI app sends work requests straight to technicians' and electricians' phones.
- **Cabling supply.** Direct purchasing of Ethernet cabling that meets structured cabling requirements.

The Results

- **150% growth** in customer installation services.
- **Easy scaling** based on client sales anywhere.
- **Quality parts** delivered rapidly to technicians.
- **Progress tracking** anytime in SIMPL and MOBI.

01 Assess — 02 Source — 03 Dispatch — 04 Install — 05 Supply

> **"One of the things we have appreciated most about TechLink, in addition to the breadth of their reach across the country, has been their commitment to grow and learn with us. They have been open to trying new processes and committed to problem solving."**
>
> Chief Operating Officer | Security Equipment Provider

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