



WH Security

A Better Security System

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WH Security cameras catch thieves one week after installation

It only took a week for Paul Archambault's WH Security system to prove itself useful at the Stinson Electric office and warehouse in New Brighton, Minn.

Archambault is the CEO for Stinson Electric, an electrical contracting company that serves the Twin Cities. He opted for a WH Security alarm system at one of his properties back in 2012 and decided to install another system with surveillance cameras at the Stinson Electric main office this past April. About a week later, Archambault's system caught a pair of scrap metal thieves in action as they stole materials for a paint-spraying booth from his neighbor's loading dock.

"They were driving a pickup truck and, before taking it (the materials) off his dock, they drove down by our building close enough that we could get the license plate number," Archambault recalled of the video footage. "Police used that to start an investigation."

The first haul apparently wasn't enough for the thieves, as they returned a week later to claim the rest of the materials they didn't grab the first time around. Archambault's warehouse manager saw them in action and notified him of the crime in progress. Archambault contacted the police and returned to the warehouse, where he blocked off their escape with his truck.

"It worked out perfectly," Archambault said satisfied. "We were able to identify them, and with the video footage they (the police) were able to basically connect the two events."



Paul Archambault of Stinson Electric in New Brighton caught some scrap metal thieves with his WH Security camera a week after it was installed.

Archambault said his WH Security systems give him peace of mind, especially the ability to access his cameras in real-time via interactive services.

"As a business owner, it does give you peace of mind as far as the deterrent effect of it, and also the fact that if someone does try to vandalize or remove property from you, you have some kind of recourse," said Archambault. "And with the interactive features, I can look at footage in two different ways. I can look at it from my desktop locally, or there's an app I use on my smartphone or iPad. Last week,



Clear footage from this WH Security surveillance camera caught the license plate number of the scrap thieves.

someone was supposed to return a trailer and instead of having to run over here I just used the app and saw that the trailer was sitting here."

A satisfied customer of five years, Archambault said he recommends security services through WH Security.

"I've used WH Security as my alarm provider for five years and I feel like I've always gotten a fair price," he said. "I think the techs that set it up and the kind of support they've given me has been very good. Even meeting with the salesperson to walk the building and get his recommendations to help cover your vulnerabilities was very helpful."

Contact WH Security at (763) 477-3664 today to learn more about your surveillance and security options.

WH Security

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STAYING CONNECTED: update your contact info

Has your home address changed? What about your phone number, or your email? If so, please keep your contact information up-to-date with WH Security.

We may need to contact you to discuss your account, schedule an appointment or service, or respond to a service call. WH Security may also send email notifications when a technician is on their way to service your equipment. These notifications include a photo of the technician and your appointment time frame. If your email isn't current, you could miss out on these important and other helpful notifications.

To update your contact information, call (763) 477-3664. You can also stay in contact with us and get great security tips by following our social media accounts. Follow us on Facebook at www.facebook.com/WHSec, and on Twitter at @WH_Security.

Also, be sure to use the "My Account" Section at wh-security.com to manage your account. There, you can pay or view your bill, view alarm activity, sign up for maintenance and test alerts, and much more.



THANK YOU FOR YOUR FEEDBACK!

WH Security values what our customers think about us. That's why we recently conducted a survey to better understand where we can improve and what you value the most. The results were great!

An astounding 96 percent of our customers surveyed indicated they are satisfied to extremely satisfied with WH Security. Ninety-eight percent of those surveyed felt WH Security's staff is knowledgeable about products, and 94 percent were satisfied or extremely satisfied with the value for the price. WH Security received 96 percent satisfaction on the topics "WH Security delivers on promises" and "Is responsive to my needs."

Overall, WH Security received a net promoter score (NPS) of 63.7. For comparison, Southwest Airlines received a 66, while Apple iPhone received a 70. Both are considered to be NPS all-stars, or highly regarded companies amongst their customers. In contrast, travel and hospitality giant Uber only received a 37, while Delta Air Lines scored a 38.

This fall, WH Security will once again be conducting a phone survey. If contacted, we would love to hear from you on what we're doing right and where we can improve. Despite these high satisfaction scores, we know improvements can be made, and we greatly appreciate your feedback and direction.

SMILE, THIEVES! YOU'RE ON SKYBELL'S CAMERA

You hear about it all the time: thieves swiping delivered packages from doorsteps while the buyer isn't home. Despite the advancement of package tracking, thieves need only a few minutes to pull off this brazen act. That's where SkyBell comes into play.

SkyBell is more than just a doorbell camera, it's another layer of protection. Want to see when that package arrived? Or what time the kids got home from school? You can customize SkyBell to send push notifications to your phone or tablet, alerting you any time someone trips the products motion sensor. It even archives video and allows you to view in



real-time!

SkyBell works on multiple platforms and with different panel systems. If you like the idea of being able to see who's at your door but don't have a compatible system, now is the perfect time to upgrade.

Winter and the holidays aren't that far off. This is a great tool for snowbirds who head south for the winter, or for online shoppers worried about package thieves.

With SkyBell, the possibilities are endless. For more information, call WH Security at (763) 477-3664.