



MULTIPLE PROPERTY REMOTE MONITORING MADE EASY

Having owned a construction company for almost 40 years, Craig Hervey was nearing retirement. In 2017, a client asked if he would help manage their multiple homes, one of which was in Maine, with others in Arizona, Texas, Vermont, and New Hampshire.

The client also introduced Hervey to Cunningham Security. "For all the years we built houses and installed security systems. I never really did a deep dive into how those security systems worked. So, at that time I called Cunningham and talked to Michael Major. I was just so impressed by what he was saying. I then went back and sort of interviewed the companies that we had used in the past and found that Cunningham was far superior in their offerings, both financially and from a protection perspective."

One example of Cunningham's superiority is the frequency with which they test their security systems. "The companies that we have worked with over the years do a thing called pinging the house, which means they test to see whether the house is responding to their monitoring center. Many of the companies, the

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ones that we had worked with, ping once a month. Cunningham does it once a day and that's just part of their service. It's more expensive for them to do that, but it's obviously much more robust."

REMOTE? NOT A PROBLEM

Hervey worked with Cunningham to scope the security systems for each property, impressed with their client-first attitude. "I would be talking with one of the key people at Cunningham," Hervey recalls, "and I would say, 'Okay, here's what we want. We want to have

motion detectors and carbon monoxide and heat detectors and of course smoke. We don't want window contacts. We don't want door contacts.' And they would spec it out and we would also be working with local people that were going to do the actual install. In Vermont, New Hampshire, Austin, Texas, or Tucson, it's a local provider."

In Hervey's experience, the local contractors meet the same high standards as Cunningham's own staff. "Cunningham has been nothing but stellar in customer service," Hervey says. "If someone I'm talking to doesn't handle what I need, they find the person who does and connect me with them. If people leave Cunningham, whoever replaces them is just as good. I don't know how he gets them, but they're fantastic. Any company is only good as their support staff and Cunningham has a great one."

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24/7 APP-BASED CONVENIENCE

Cunningham monitors the properties Hervey manages for carbon monoxide, high and low temperature, and smoke. Cunningham also provides video cameras. A phone-based app makes monitoring all these properties and parameters easy, 24/7. "I can pick up my phone," Hervey explains, "go to that app and scroll through each house and determine if there's a problem. It lets me set entry codes for a day or permanently. I know who's going in and who's out by the code entered. Having that control in the palm of my hand, it is incredible. And if there is an alarm that I suspect is false, I can turn it off from my phone."

The property cameras are also accessed via alarm.com. This provides Hervey with complete control over what he wants to monitor. He can track people, vehicles, or animals; he can set the number of hours per day the



cameras record or specify days of the week for video monitoring. "It's completely managed and customizable," Hervey says, "And if there's ever a glitch or I need to add or subtract something and I'm not technically savvy enough, I have my people at Cunningham who are totally responsive, totally competent, and always resolve my issues."

Hervey calls Cunningham Security his one-stop-shop. "They've got the quality technical backup whenever you need it. It's thorough, it's timely, it's everything that you might want. Franky," he concludes, "I wouldn't go anyplace else."

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