



**Client:** *Duro (UK) Limited*

**Location:** *Dinnington*

**Objective:** *As the value of stock in the warehouse is increasing, we decided that it would be sensible to replace our old CCTV and alarm system and wanted something that was more reliable with improved image quality. At exactly the right time, Richard from 1<sup>st</sup> Call knocked on our door and left some information about CCTV, I rang 1<sup>st</sup> Call and arranged for them to come to site to discuss it further.*

### **The initial stage:**

At the initial meeting with Richard and Andrew we discussed all the options available to us including the availability of a number plate recognition camera and a camera that can see in full colour at night, both these features appealed to me as we were also having problems with vandalism and fly tipping.

A brief survey of the site was done, from this I received a quotation which I was happy with. The existing supplier had also been out to survey but had still not provided me with a quotation, based on the speed of response I decided to place the order with 1<sup>st</sup> Call.

## **The installation process:**

Prior to installation a full engineering survey was done, I was pleased that following the engineering survey there were no changes in the quoted price and I also felt confident that I had made a good decision and that when the install started everything would run smoothly.

The first stage was to run CAT5 cables all around both buildings including a link cable between the buildings, this was done in a very considerate and professional way and caused minimal disruption to the staff.

When it came to the installation of the cameras the engineers discussed with us the positioning of each one to ensure we were totally happy with the image, nothing was too much trouble for them.

## **The result:**

The new system is fantastic, it is exactly what I wanted and the aftersales support has been superb, we opted for an extended warranty and support package and so far it has been well worth it, even things such as returning to site to give me some additional training has been done without question. Approximately a week after installation the existing company finally submitted a quote, I was really pleased as it was for the same system but a lot more expensive confirming a good choice had been made. Furthermore, we have been able to capture the number plates of some fly tippers and passed the details to the council which has led to a successful prosecution of the offenders.

## **Recommendation:**

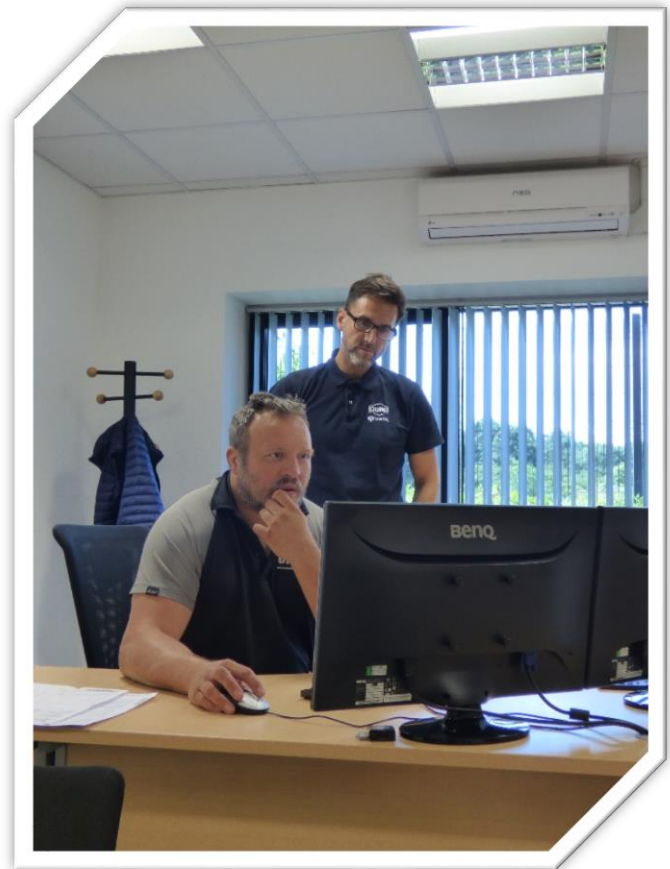
*For anyone looking for a professional CCTV solution I would highly recommend 1<sup>st</sup> Call.*

*From the initial meeting with Richard and Andrew, the engineers during installation and the aftersales team everyone at 1<sup>st</sup> Call is a pleasure to deal with.*

*They were quick to respond and provide a great product, a great service and all at a very reasonable price.*

*I have actually already recommended 1<sup>st</sup> Call to two other people and will continue to do so.*

*Paul Morewood  
Managing Director*



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