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## **Round-the-Clock Customer Support and Training for Video Surveillance**

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**It's 11:30 pm on a Saturday night. What do you do immediately after a robbery, a slip and fall accident, or vandalism in the parking lot? Who do you call?**

**Questions like these currently face millions of restaurateurs everywhere.**

DTT utilizes state-of-the-art technologies and cutting-edge engineering to help its customers reduce shrinkage, control labor expenses, and improve guest services. But how does a restaurateur whose expertise is in the hospitality industry make the most out of a high-tech surveillance system? The answer can be summed up in three words: Training and Support.

DTT's technical solutions provide a multitude of opportunities for managing restaurants. From the SmartAudit™ tool to the iPhone application, technology is leveraged to make a measurable and objective difference. After each installation, DTT provides a thorough training session of its surveillance management solutions. These sessions are not fifteen minute mini-sessions but rather comprehensive reviews of all available services. This initial training session may take up to four hours. The purpose is to ensure that DTT customers understand how to maximize the use of the systems and services. DTT provides **unlimited training**. Customers may schedule as many training sessions as they deem necessary. This is especially useful because many DTT customers have multiple locations with multiple managers, who may need to be trained at different times. DTT's position is clear: unlimited training simply means unlimited training. There are no restrictions. DTT is committed to the success of its customers and its industry leading training policy reflects that commitment.

Even with the best training and technology, issues may arise in the use of DTT's systems. And when they do, DTT's customer support team is ready, willing, and able to resolve them. DTT's **customer support** staff is committed to providing **responsive and effective** service to its customers. DTT's customer support is available 24 hours a day, 7 days a week. No exceptions. DTT continually monitors the critical performance metrics of its customer support team to ensure that customer calls are being responded to in the fastest manner possible. DTT's customer support team is located in the United States, which means that customers will never be handed off to an outsourced call center. When a customer contacts DTT's customer support team, their sense of urgency is understood and shared. DTT's mission statement is simple and

direct: "To be the best vendor you have ever dealt with. We will make every effort to achieve this goal." When a customer contacts the DTT customer support team, the reality of the mission statement will be practically experienced.

Exceptional customer service is driven by a commitment that must be shared from the highest levels of executive management to the very person who answers the phone. DTT continually researches and implements the "best practices" used by companies who have been recognized for their world class customer service. One specific practice is to objectively measure the core competencies and skill sets of the customer service representatives. By using external and internal certification processes, DTT ensures that customer issues will be handled by knowledgeable and effective customer service representatives. These representatives are tested on both their technical and customer service expertise. DTT customers are serviced by technical professionals who care and are committed to resolving issues as quickly, thoroughly, and professionally as possible.

Bloomberg's Businessweek magazine identifies "Customer Service Champs" on an annual basis. They use data collected by the respected J.D. Powers and Associates. Companies like retailer L.L. Bean, financial services provider USAA, technology leader APPLE, and the Four Seasons Hotels and Resorts topped the list for 2010. DTT is a dynamic company that believes in continual improvement and looks to proven companies like these to find more and more ways to improve its service to its customers. Deeply understanding one's customers and their specific needs is one common attribute of the identified "Customer Service Champs." DTT strives for this understanding in its efforts to service the restaurant and hospitality industries. DTT's video surveillance systems will continue to positively impact its customer's bottom line through its efforts and commitments to the highest levels of Training and Support.

**About DTT Surveillance, Inc.**

**DTT is America's leading provider of video surveillance systems serving the hospitality industries exclusively. DTT provides complete surveillance management solutions, including software, hardware, point-of-sale integration, and professional video auditing services. Since first launched, DTT has equipped, serviced and supported more than 25,000 clients. Every day, software provided by DTT handles over 6 trillion frames, protects \$800 billion in assets and oversees in excess of 1,000,000 employees.**