

Alarm.com Success Stories





MD Billing Services is a Winchester, Kentucky based company that provides medical billing services for over 100 providers. When President and CEO Tim Smith co-founded the company with his mother and sister, it was contained in the back office of his father's business. Now, after nearly two decades of growth, the company operates out of a 4,000 sq/ft facility with 46 employees and a large IT server room. Their security system, however, did not keep pace, leaving Smith to manage an inefficient mess of piecemeal components and services.

PROBLEM

MD Billing Services moved into progressively larger spaces before settling into their current location in 2007. The building, a former bank, provided more space for the growing business but came with a security system and provider which proved to be cumbersome and inefficient. Simple tasks like changing a user code proved to be needlessly complicated. "If I got a new employee, I would have to call them on the phone. I would have to go back there and unplug and plug and hold buttons down and stuff like that for them to change the number," said Smith. "Not only that, but when they pushed their info to my info, it would overwrite stuff and I would lose codes. It was a disaster."

TIM SMITH, PAT SMITH, AND AMY CRUMP,
CO-FOUNDERS, MD BILLING SERVICES



When Smith was given an exorbitant quote by a local company for installing video surveillance, he decided to try to install one he purchased from a big-box retailer. "It was way more involved than I expected, trying to run all this cable and stuff like that. It was insane," says Smith. "It never did anything that I needed it to do." Not only was installation a headache, but accessing the video remotely involved connecting to a VPN and then to a computer that was actually in the building. "It was like 17 steps. If I got an alarm, I couldn't look it up in time to tell the alarm company whether to send the police or not. It would take me five minutes to look at the video, and by that time it's pointless," says Smith.

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**TIM SMITH, PRESIDENT & CEO
MD BILLING SERVICES**

SOLUTION

Smith decided that enough was enough. While shopping around for quotes, he encountered a security provider who mentioned the benefits of using Alarm.com for all his security needs. "I was extremely impressed with Alarm.com. I know I probably bugged him to death because I kept asking him, 'I can change a code?'" says Smith. "I asked him a thousand questions, 'Are you sure it's this easy?' I almost didn't believe him, but sure enough it's been exactly what I hoped it would be."

Smith was initially reluctant to replace the video system that he'd spent so much time and energy on, but his new provider convinced him to give it a try. Smith immediately began to reap the benefits of having an integrated security system controlled by one intuitive app. "Anytime I got an alarm, it would just text me a photo of the door, whoever came in, which made it 10 times easier. By the time they call me I could say, 'Oh no. This is so-and-so. It's good,'" says Smith, adding that the difference between managing this system and his previous one is like night and day.

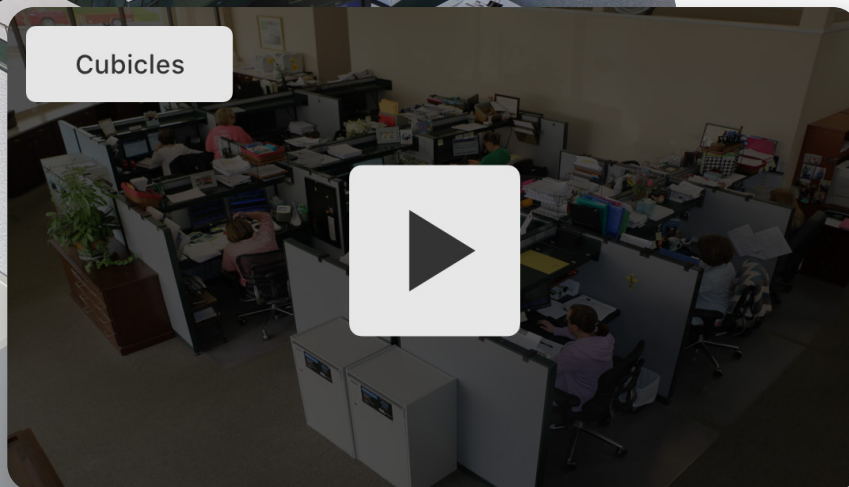




RESULTS

Not only did Smith find that combining access control, intrusion and video surveillance created a security system that is better and easier to use, he also discovered new uses that he hadn't anticipated. With Covid-19 restrictions keeping most of his staff at home, he can quickly check video and see who is in the office on any given day. With a smart thermostat, Smith links the heating and cooling schedule to the alarm's arm state, meaning he can save money when no one is in the office. And he no longer has to worry that the \$10,000 IT server will overheat while he's not there, thanks to temperature sensors that send automatic alerts to his phone if it gets too warm.

Looking back, Smith says that the cost of switching systems had initially made him hesitant, but now he wishes he'd done it sooner. "It would've saved me a lot of time, a lot of energy and a lot of headaches. I don't even know why I hesitated at any point on it," says Smith.



Cubicles

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