

JCI Intrusion Case Study: PowerSeries Pro for the large residential home market

BACKGROUND

Dave Shepherd of Shepherd Security Systems is a 20+ year intrusion and fire industry veteran focusing on the mid-range residential & commercial intrusion and fire projects in New Jersey. He became a JCI customer in 2020, initially embracing the IQ Panel 2 thanks to the clean modern looks and unbeatable quality of the PowerG wireless that was ideal for the alarm needs of the mid-size residential home market in New Jersey.

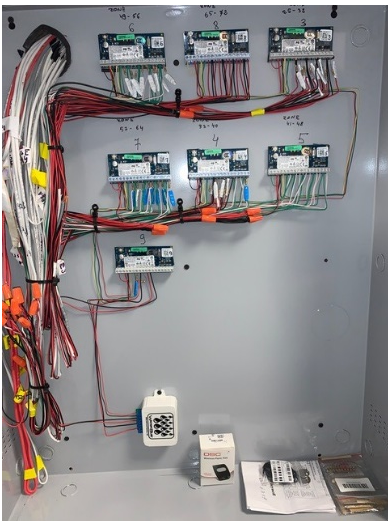
CHALLENGE



Dave was offered an opportunity from an AV integrator to quote a security and fire system for a 25K sq. ft. luxury residential new construction project. In addition to the zones and partitions prerequisite, the esthetic factor of wireless sensors, as well as the range of wireless technology, combined with the hardwired capability for Smoke and Carbon Monoxide alarms were the most important considerations for a property of this type. A Honeywell Vista 250 turbo panel and Inovonics wireless equipment were initially specified for this project, mainly due to the number of zones required for this project and the need to integrate wireless sensors with enough range to suit this large house size.

PRODUCT SOLUTION

Joe Russotto, a JCI salesperson from New Jersey, suggested the new PowerSeries PRO panel featuring 248 zones and 32 partitions. The hybrid intrusion system supports PowerG, an end-to-end 128-bit AES encrypted wireless protocol that will securely cover the large range of the property. The PowerG wireless sensors feature 5-7 year battery life, best-in-business range, reliability and cybersecurity. The project's previously specified Inovonics wireless sensors only have 2-3-year battery life on motions and glass breaks, and 3-5-year battery life on door and window sensors.



Dave also noticed that using the PowerSeries Pro panel allowed up to 16 touchscreen keypads to be installed, which avoided the Honeywell Vista Panel's limitation of 4 touchscreens. As a result, Dave's team could install 2 more touchscreens instead of old-style keypads in the basement and second-floor hallway of the property.



Dave felt confident suggesting the product change: "We felt there would be less chance of technical issues since we would be using one manufacturer, JCI, for the control equipment and wireless sensors instead of two".

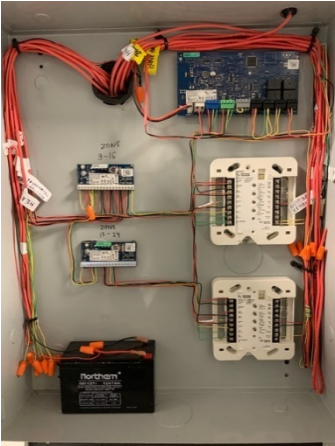
EXTENDING THE OFFERING

The interactive services provider is a significant consideration when choosing an intrusion and fire panel, and over time Dave had developed the preference for the user-friendly Alarm.com interactive services that offer a simple end-user app, a dealer web portal for remote management of accounts, and an app portal for technicians to assist in servicing their accounts remotely.



LEARNING

In the conclusion of his proposal to switch to the JCI Power Series PRO panel, Dave said: “JCI puts forth an unbeatable combination of leading-edge technology and industry experience. The results are reliable, flexible, durable security solutions of the highest quality.”



The change order proposal was accepted, and the install was completed successfully which included integrated “low voltage code compliant smoke and carbon monoxide alarms”. His technical team noticed how easy and intuitive it was to program the panel and enroll the PowerG devices. They were once again blown away by the PowerG wireless range and reliability on such a massive property.

Soon after, the AV integrator invited Dave to work on 2 additional luxury new home projects. These successful installations, both using the PowerSeries Pro panel and PowerG

wireless sensors, helped Dave build credibility with large residential contractors who were looking for a reliable “intrusion and fire component” in addition to their overall electrical and AV needs they offer to their upscale customers.

Dave’s key takeaways: “Residential alarm dealers are empowered to grow their business, given the right product which is easy to use, and solves the needs of large residential and large commercial customers. You will learn how to grow the business to enter a new vertical they can service reliably and profitably.”

Dave is excited to grow his business beyond the average residential market. He is now comfortable with the luxury residential home market needs, homes over 20K sq. ft., which is also leading him to explore large commercial installations.

Learn more about the PowerSeries Pro [here](#)