

STA-Tuned Quarterly Newsletter

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IN THE MARKET FOR A NEW FIRE ALARM SYSTEM?

During an emergency fire event, getting information quickly and accurately is a critical component in protecting life and property. Yet fire alarm systems today have become more complicated and confusing than ever. **The S3 Series™ may be the solution for you!** The S3 Series™ applies touch-screen technology for an intuitive approach to fire alarm control. No longer the need for rows of buttons and puzzling switches, the touch-screen interface offers clear concise system operations, removing dangerous confusion during an emergency fire event. For more information about the S3, go to www.gamewell-fci.com or contact any of our [Fire Alarm Sales Engineers](#).



BILL HOEHNE

Bill Hoehne started with Syracuse Time & Alarm Co., Inc. in April of 2014 as a Sales Engineer specializing in Key Accounts. He has been in the industry since 1978, starting out as an installer and working his way up to sales. Along the way, he spent 7 years with Bosch Security Systems as a supervisor of the Complex Computer Support Team. Bill is a native of Colorado and misses the mountains. He is an avid hunter and spends his free time raising and training his English Springer Spaniels for upland bird hunting. He also enjoys fishing in the Great Lakes. "I enjoy getting out and meeting people," says Bill. "To me it

is rewarding to design and develop a solution for my customers that fulfills their needs. I find it interesting to sit down with a customer, listen to their needs and wants, and be able to provide them with a solution and more often than not" he adds, "being able to exceed the customer's expectations".

SEEING THINGS THROUGH

As part of Syracuse Time & Alarm Co., Inc.'s focus on improving customer service and overall customer satisfaction the Sales Management team is implementing a new policy. All large projects going forward will be monitored not only pre-installation and during the installation process but a detailed review will be completed for these major projects after completion. We want our customers feedback so that we can continue to improve our operations and ensure that the customer received exactly what they expected for their investment. We will be visiting sites and asking that the customer complete a survey which will add to our data for process improvement. Additionally, this will allow our customers to make recommendations and ask for any additional information they feel they may need. As always, Our Concern Makes the Difference and we are committed to ensuring that remains true.



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