

Case Study

FROM LIABILITY TO SECURITY: The Power of Video Surveillance

How Fetty's Service Center Protected Itself,
and Its Community, With One Simple Solution

Say Hello to Fetty's Service Center

An automotive repair shop in Richmond, Virginia, Fetty's Service Center has been an active part of Richmond and the surrounding areas for several years. From emissions tests to engine repairs, the team at Fetty's can do it all. But when they suffered a break-in in 2022, they realized they needed extra help monitoring their shop. They needed a better surveillance system.

The Challenge

- ✓ According to office manager Stacey Biehl, Fetty's had a video surveillance system installed when the break-in occurred. But only inside their main office. *"It's an older system with limited scope, so the images weren't as clear – or helpful – as I would've liked them to be. We could see him take the keys but nothing more."*

- ✓ Thankfully, the stolen vehicle was logo-ed in bright neon green, helping the police locate and return it immediately. But the experience shook the entire team.
- ✓ *"We knew right away that we needed outside cameras in case this ever happened again,"* Stacey recalled. They turned to NTouchTel for help.

The Solution

NTouchTel has been their phone service provider since 2018 giving them all the features they needed at a price they could afford, with personal, face-to-face support to boot. So, when Fetty's found out NTouchTel offered surveillance solutions, the choice was a no-brainer.

"The owner spoke to David about it and found the price was fair, and the service would stay the same. So, he said to put them in right then and there."

David and his team at NTouchTel went to work. They installed Alibi Vigilant 5mp Dome Camera at 8 points around the edge of the building to cover their parking lot, vehicle storage area, and of course, the exterior of the office itself!



Results



Now, Fetty's Service Center has eyes on its most important points – inside and outside. And their administrators can monitor those points from their desks or via a secure mobile app, making sure the business is secure no matter what.




Not only does the solution help protect Fetty's property, but it's also proved to be a valuable tool in the community. An accident occurred in a ditch in front of their office involving an older couple and a young woman. A police officer approached Stacey and asked if they had a camera system so he could corroborate the woman's story.



"I took the footage right off my phone, which is really nice because it's just so easy, and we reviewed it together," Stacey told us, "Thanks to our cameras, he was able to see that the older couple wasn't at fault and could handle the accident accordingly."

NTouchTel Case Study: Fetty's Service Center

 info@ntouchtel.com

 804-412-2010

 www.ntouchtel.com

Their Future **PLANS**



Because of their current success, both in protecting their property and their community, Fetty's Service Center has plans to expand. They're looking to add three to four new cameras to cover even more outside areas to be sure nothing goes unnoticed.

"David's personal service is one of the biggest selling points. With NTouchTel, you're not being shoved off to ten other people that may or may not care. You're being taken care of by a human being who knows you, your business, and your needs. A human who's willing to help right then and there."

About **NTouchTel**


Since 2007, NTouchTel has offered top-notch telecommunications products and services to businesses across Pennsylvania and Virginia. As a licensed and insured family- and veteran-owned company, they prioritize customers' peace of mind and provide 24/7 support, in-person installation, and in-depth training.

They do it all, from surveillance and security cameras to VoIP phones and data cabling.

NTouchTel Case Study: Fetty's Service Center

 info@ntouchtel.com

 804-412-2010

 www.ntouchtel.com