

### Expo Link swaps to Redcare and overcomes one path signalling problem

#### Case study: Expo Link



**"I'm 100% confident in the Redcare Secure portfolio; it does exactly what it says on the tin!"**

**John Gibson, Director,  
Expo Link**

Expo Link Alarms have recently experienced problems with a number of technical failures on their existing intruder alarm base which used dual path signalling products. This affected both their business and most importantly their customers.

John Gibson, Director at Expo Link explains, "We have had several incidents where the units have only signalled on one path, leaving our customers exposed and also racking up huge call charges for them."

On the back of this, Expo Link has instigated a programme to change out these connections to Redcare Secure, a dual path portfolio which gives the customer a choice of three variants depending on the business risk and the technology they use. Expo Link has already swapped out 150 connections and is rolling out the programme to a further 100 in the next few months. John has been delighted with the roll out and the support he has received from Redcare, "Our customers are pleased with our move to Redcare Secure which offers the reliability they want, it is competitively priced and has no call charges. From our perspective this bundled with the superior support wrap provides the total package we are looking for."

In addition, Expo Link is now fitting Redcare as their default signalling solution and John continues, "I'm 100% confident in the Redcare Secure portfolio; it does exactly what it says on the tin!"

Expo Link Alarms based in Wigan hold a gold medal, the highest recognised industry standard from the National Security Inspectorate and offer a wide range of security services for both domestic and commercial applications.

Redcare Secure:

- Three variants depending on risk and technology the customer uses
- Flexibility to move between these variants
- Works on any telephone line with no end user call charges
- Easy to fit and maintain
- Competitively priced
- 24 x 7 support

For more information about Expo Link or to talk to them about the services Redcare has provided, please call **01942 494 004**, e-mail [john@expolinkalarms.co.uk](mailto:john@expolinkalarms.co.uk) or visit [www.expolinkalarms.co.uk](http://www.expolinkalarms.co.uk).

If you are interested in learning more about the capabilities of Redcare Secure, then please contact your Redcare Regional Sales Manager, call **0800 800 628\***, e-mail [redcare@bt.com](mailto:redcare@bt.com) or visit [www.redcare.bt.com](http://www.redcare.bt.com).

*\*Calls to this number are free from BT landlines and BT payphones.*

*However, they are not free to call from mobile phones - the cost will vary between service providers.*

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