

LEADING AUTO SPECIALIST PROTECTS CARS ON THE ROAD— AND IN THE SHOP.



Andy & Terry Automotive Specialists depends on Lowitt Alarms to keep cars, employees and customers safe.

CUSTOMER PROFILE

Organization

Andy & Terry Automotive Specialists

Industry

Automotive Repair, Tire Sales

KEY RESULTS

- Security upgrade for the future
- Comprehensive protection in the interior and exterior
- Video surveillance
- Remote monitoring
- Mobile alerts on smart devices

THE NEED

Upgrade the shop, upgrade the security.

In 2011, Andy & Terry Automotive realized that in order to provide the very best care and service for its customers, a complete shop overhaul was necessary. More than a cleanup, this comprehensive improvement included everything from the service bays and equipment to the foundation and the overall structure of the shop itself.

The company knew that safety & security were integral parts of the cleanup plans. As alarm and monitoring technology naturally evolves, it was the perfect time to upgrade to a more modern and innovative security solution that was in line with the shop's new direction. Andy & Terry Automotive needed an alarm that would protect their business, their employees and their customers for years to come. They also needed a system that would work seamlessly with the configuration of the shop.

THE SOLUTION

Out with the old, in with the new.

Since the very beginning Andy & Terry Automotive had a strong relationship with Lowitt Alarms. It could be because they had a lot in common. Both are family owned and operated, each has been long established and trusted for decades, Andy & Terry have specialty cars and services while Lowitt has specialized customer services, they have an eye toward the future of their industries and both put customer service above all.

"The world is moving too fast to let your guard down. You have to stay protected in it. We needed a security partner that gives us total peace of mind. That's Lowitt. Day in and day out," explains the shop's owner and manager, Vince Walsh. "I can't speak highly enough about their sales staff. They provided an awesome point person for us at Lowitt. She takes care of our shop like we take care of our own customers," he adds. "She saw what we had, helped us identify areas for improvement and made sure that the upgrade and install was exactly what the company needed."

CASE STUDY
ANDY & TERRY'S AUTOMOTIVE



LOWITT IN ACTION: TRUE STORY

In the middle of the night Mr. Walsh received a call and text alert, triggered by the alarm system. It said the service door was unlocked. "I couldn't believe it. All of a sudden these alerts woke me up that something was going on at the shop. Between the call from Central Station and the text telling me what zone was triggered, I knew the police were on their way even before I could get down there." As Mr. Walsh was getting ready, moments later, he received another text that a different zone was triggered. Then, using the video monitors, he was able to see two police officers already on the scene. "They must have set off the second zone while responding to the call...I was able to see them investigating my shop. At least I felt secure that my business was ok."

It turns out that the wind blew open a door that wasn't properly latched shut. And even though there was no perpetrator and everything was secure, the real time security and alert could not have been more reassuring that everything happened the way it was supposed to. "You hope to never have to suffer a break in or burglary," explains Mr. Walsh. "But it's great to know that Lowitt is there to do what it's supposed to for my shop. This proves it."

THE RESULTS: HIGH PERFORMANCE SECURITY SYSTEM FOR A HIGH PERFORMANCE SHOP.

For Andy & Terry Automotive, Lowitt Alarms is the ideal security partner. Just as the automotive shop prides itself on its local, live and personalized service, Lowitt embodies the same ensuring philosophy. All of Lowitt's employees—from the owners and managers to the technicians to the central station operators—are Long Islanders and neighbors. "Lowitt takes care of me and my shop like its their own business," says Mr. Walsh. "People come to me because they're our neighbors... and we treat them like good neighbors should. That's the kind of service I get from Lowitt Alarms. Always there when I need them."

From advanced technology to flawless implementation, including state of the art remote monitoring services, Lowitt features a leading portfolio of security solutions for virtually every kind of home or professional security need. Customers gain the peace of mind knowing their property, employees and family members are always protected. Lowitt's approach is to protect their own with a level of pride and service that's evolved to the award winning alarm company Lowitt has become since 1969.

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ABOUT ANDY & TERRY AUTOMOTIVE SPECIALISTS:

Founded in 1973, Andy & Terry Automotive Specialists has been a trusted business by its Valley Stream neighbors, and a destination for loyal customers throughout the tri-state area. This full service automotive repair center is a neighborhood institution. Family owned and operated from the very beginning, Andy & Terry and is known for dependable customer service and highly trained, experienced technicians. It's no surprise that the shop has almost 100% repeat business from its customers.

In addition to providing expert mechanic services for virtually every need, Andy & Terry Automotive Specialists is also a certified APR Products installation and maintenance center—featuring specially trained mechanics who work with high quality aftermarket performance products. This distinction sets them apart as a leading automotive specialist with a focus on high quality and sophisticated engineering. To round out their top notch service, Andy & Terry is also a full service tire provider, boasting a comprehensive catalog so customers get the right tire for each kind of automobile. You can find out more about them at: www.andyandterryauto.com

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