



## eVance™ Streamlines Services to End Users, Conveying Exceptional Business Integrity

A leader in Connecticut corporate real estate, R.D. Scinto Inc. has more than 3.4 million square feet in 34 buildings to protect from potential threats. Founded in 1975 by Chairman Bob Scinto, the company maintains a solid reputation of excellence in both service and amenities.

R.D. Scinto trusts its properties' fire protection needs to local life safety systems integrator Barnum Engineered Systems. Nearly all of R.D. Scinto's 34 buildings are protected by Silent Knight-Farenhyt fire alarm systems, some of which include voice evacuation and emergency communication capabilities.

Barnum is able to provide this large property owner a premium experience using eVance Services to create professional system test reports that are thorough, accurate and accessible via the Internet 24/7. This high-tech software also ensures this busy Farenhyt Distributor keeps on top of its accounts by automatically scheduling the inspections and personnel for every Farenhyt system they service.

### Easy Inspections & Thorough Reporting

The eVance Services software connects with the R.D. Scinto properties' Silent Knight-Farenhyt systems through a Web portal — a unique feature that most users will not find in this kind of service. Information from connected fire alarm panels is pulled directly into the cloud for easy online access by the property manager and Farenhyt Distributor.

The software's Inspection Manager enables Barnum technicians to test each fire alarm device and view the outcomes right on their mobile phone or tablet. The need for a second technician to stand at the fire alarm control panel to view and record test results on paper is eliminated. Moreover, technicians can use

their mobile devices to take digital photographs of equipment and areas that require corrective action and connect them to reports and other system data.

When a Farenhyt system in one of the R.D. Scinto properties is tested, the results are automatically synced to the smart phone being used. If online functionality is ever compromised, the Inspection Manager can continue to operate in scan mode, ensuring that no information will be lost in the event that Web capabilities go down.

Barnum's Operations Manager David Roe stated one of the key elements that make the eVance System most beneficial to his company is its ability to automatically generate polished inspection reports that comply with NFPA 72, and many other local and national reporting standards.

There are a variety of reports that can be produced for various systems inspections, including fire alarms, sprinkler systems, emergency lights, and fire extinguishers. Farenhyt Distributors can even customize the reports to document a number of other safety assessments — all stored in the cloud for easy access.



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R. D. Scinto's Director of Safety and Risk Management – Dave Thomas said, "It's a Win/Win for everyone because at the end of the day, these professional and timely reports help our tenants meet reporting requirements for their insurance companies, and in the case of our many medical practice tenants, meet mandatory State and Federal Safety reporting requirements."

*"eVance Services is adding a lot of value directly to our customers. It has significantly cut down on the time that I need to make sure that my technicians are conducting tests and reports. And it's been invaluable at increasing customer satisfaction"*

– David Roe  
Operations Manager, Barnum

#### **Automated Service Offers Better Service**

The eVance Service Manager puts all the information necessary to schedule service calls in one place: customer information, fire system details, event and service history, real-time diagnostic data and technician availability. The Service Manager also promotes more effective communication — clients' calendars are automatically updated in real time for technicians assigned to that client for installations, inspections, service calls and site histories.

To help Barnum stay on top of any system issues, the Web portal can be programmed to send information from fire alarm control panels to Barnum team members. This real time notification assures property owners that problems can be addressed quickly and efficiently. Customers like R.D. Scinto can also experience savings on time and labor through a reduction in maintenance visits and more streamlined inspections

Overall, the eVance solution enables Barnum's fire services team to be more proactive and responsive to potential issues, establishing this Farenhyt Distributor as a more valuable partner to its customers.

"There are not many companies in our area that are using this technology – so eVance Services is adding a lot of value directly to our customers," Roe said. "It has significantly cut down on the time that I need to make sure that my technicians are conducting tests and reports. And it's been invaluable at increasing customer satisfaction."



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