



All Security Companies Are Alike! Aren't They?

The best way to understand what sets us apart from other security companies of our type is to look at our structure. This has been the winning combination that we have built our reputation on. We understand that we are a service company employed to meet our customers needs, so we designed an organization to do just that!

Full service / product security company. Since 1961

- Fire and Burglary Alarm Systems – Electronic Access Control Systems – Security Cameras - All Locksmithing Services.
One Call Does it ALL !

Over forty security professionals ready to serve your needs.

- Comlock is comprised of three divisions. Electronic – Mechanical - Retail
- We are available 24 hours a day, 7 days a week, 365 days a year.
- 20 service vehicles working daily, ensures our arrival in the quickest amount of time possible.
- We have over 300 national security providers in our dealer network.

Service Coordinators.

- Calls are answered fast, no waiting. We use people to talk to people, not machines.
- Questions are addressed before the work is started.
- No guessing as to when we will arrive, all customers are called when our service technicians are in route to their locations.

Service Managers.

- Reviews daily work assignments with service technicians prior to the beginning of work.
- Provides technical assistance throughout the day.
- Readies the work assignments for the next day.
- Ensures the service vehicles are properly equipped, stocked and maintained.
- Reviews Service Technician's performance monthly to ensures company standards are met.
- Facilitates two monthly service meetings where information is exchanged.

Field Supervisors.

- Visits job sites to insure that our service standards are being met.
- Helps with technical advice for the service technicians at the job sites.
- Provides on-the-job training.

Account Executive Assigned to your Account.

- Our account executive contacts our clients periodically to ensure that we are meeting their expectations.
- Our Management Team reviews the information and addresses all concerns and issues.
- Can be used as a resource when information on products and services are needed.

Customer Service Committee.

- Our customer service committee leads the charge of *Service Excellence*.
- Their main focus is to determine how we may better serve our clients.
- The committee implements "*Customer Service Training*" to our staff on a regular basis.

Training

- Our training process focuses on products and skills to better service the customer.
- Service technicians attend periodic training to keep current on new products and procedures.
- Our training program rewards technicians for becoming proficient in new skills and hardware.

Onsite Warehouse

- Our large onsite inventory allows us to get the products you need, when you need them.
- Over 65 hardware purchasing resources. Special orders, Hard to find products, Specialty hardware.

Three Retail Locations.

- We operate three full service retail locations to help the do-it-yourself customer. Brea, Fullerton and Orange