

Acadian On Watch Makes the Switch to DICE!

Acadian On Watch, a division of Acadian Ambulance located in Lafayette, Louisiana, is an Underwriter's Laboratory listed central station that provides medical alert, fire, and burglary monitoring through a network of dealers.

Acadian, unhappy with the results of attempting to upgrade their central station to a new Windows based system, changed course and made the decision to abandon that project and implement the DICE system. After consulting with their dealers, Acadian made the switch and was fully operational on DICE within 75 days. This process included several weeks of on-site support. "Our conversion to DICE was nearly flawless. If I had known then what I know now, I would not have been so concerned with technology buzz words but rather focused on the customer support provided by the vendor," said Blane Comeaux, General Manager of Acadian On Watch and On Call. "The DICE implementation process made all the difference. It is very refreshing to work with a staff like DICE's that is so knowledgeable about central station operations as well as their own product."

"Effectively servicing clients and dealers is essential to success in this industry," said Blane Comeaux. "Acadian On Watch looks forward to regaining our superior reputation and dealers' confidence with the help of DICE software and services." By implementing DICE software, Acadian looks forward to a stable future,

including faster signal processing, and the cost savings created by alleviating long distance support telephone calls, not to mention the extra equipment required by their previous vendor. Their dealers can now enjoy additional control over their businesses through DICE's browser based interactive web access software, which allows them to add or change subscriber accounts, view signals, and run reports pertaining to their accounts at any time of the day. "Recently I traveled to two of my dealers to show them how to use DICE*elink," said Comeaux. "I was able to complete the training at each location in less than 2 hours. They could run reports, view signals, and view customer's accounts in seconds." Acadian's central station operators now enjoy an efficient, user-friendly interface that will help them once again provide superior customer service skills.

DICE Corporation offers a turn-key and completely functional software and hardware solution for central station automation systems that is available today. DICE's diverse employee base of 80 programmers, technicians, customer service representatives, trainers, technical writers, salespeople and other administrative personnel are here to make your transition smooth and hassle-free.

For more information Acadian On Watch's switch to DICE, contact Blane Comeaux at bcomeaux@acadian.com or via telephone at (337) 291-3393 or Lesley Guyse of DICE Corporation at lesleyg@dicecorp.com,

DICE AEGIS

SECURITY AUTOMATION SOFTWARE



Inspired by the shield of the greek goddess Athena, Aegis, the latest release of DICE's automation software, symbolizes protection and guidance, the very principles that DICE develops its software around. It is by far the most innovative and technologically advanced package available today.

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