

Benchmark Report

SystemSurveyor[®]

Digital System Design Improves Customer Experience & Delivers Tangible Benefits

Physical security leaders and system integrators alike benefit from collaborative system design, digital site surveys & dynamic "living" as-builts.

OVER

Physical Security Professionals Surveyed

48%

System Integrators **\$ 29%**

End Users

23%

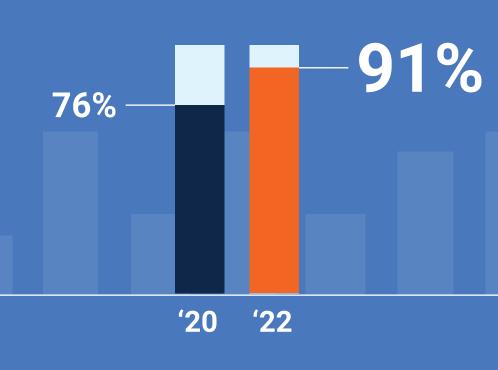
Others*



System Integrators

Corporate & Campus Physical Security Leaders

Favorable Business Outlook



Say Budget Will Increase this Year



90 90

Biggest Challenges for Each Group



Gathering Accurate Customer Site Information

34%

Customers Request Multiple Proposal Revisions

32%

Low Proposal-to-Close

22%

Review Process by

Engineering Or Ops Dept Inability to Visit

Customer Site

Win Rates

20%

19%

Work with Building Management **On Changes for Security & Safety**

Disparate Systems & Technologies

43%

Across Locations

28%

Lack of Centralized

Lack of Staffing

Visibility/Control

28%

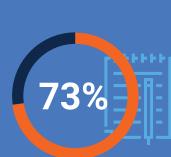
25%

Lack of Accurate Information About

Systems Installed at Each Location

23%

System Integrators have multiple ways of gathering customer requirements.



Use paper notebook, paper floor plan and pen



Use mobile phone pictures

Hours to Prepare an Average Size Proposal Leads to:



Inconsistent site survey data from multiple sales people



-4 revisions needed per proposal

Difficulty achieving profit margins

Leaders would benefit if their **System Integrator partners would:**



Ensure technicians coming on site have updated details on our system



Provide a portal with up-to-date service records, system records & system layouts



Provide a digital, visual way to work jointly on system survey designs and procurement



of End Users Design Systems Themselves, Then Request **Bids/Proposals**

*Manufacturers, A&Es and Consultants

Both Audiences Agree

Adopt Collaborative System Design Software to Improve Business



Download the full executive summary report and analysis at **SystemSurveyor.com**