Alula Launches AlulaConnect, a New Mobile-Friendly Portal to Manage and Streamline Installs for Security and Home Automation Professionals

"Upgraded portal enables mobile set-up, support, troubleshooting and more efficient communications with customers"

ST. PAUL, Minn. (PRWEB) April 30, 2019 -- Alula, the leader in smart security and automation systems for professional installers and award-winning inventors of the Connect+ Platform, announced today the launch of AlulaConnect, a new partner portal that makes it easier than ever for security professionals to connect customers to the Alula Platform.

AlulaConnect replaces the previous portal, AlarmDealer.com, which will remain available throughout the year as security professionals begin a phased migration to the new interface at AlulaConnect.com.

“A new look, new features and a new name–we have rebuilt this element of our platform from the ground up,” said Brian McLaughlin, CEO of Alula. “We extended the capabilities to elegantly manage the full suite of services: security, video and home automation. Additionally, we aligned this with our Connect family of products as it really brings all the elements of our vertically integrated solution together—from sensor to hub to network and data.”

Thousands of security professionals will see an upgrade to the portal they use to add customers and register devices for their accounts. The rebranded and improved portal—which will lower the total cost of ownership for dealers—offers a simplified, modernized user experience, creating consistency between the popular Alula mobile app and the desktop experience.

“We accomplished this with responsive design that automatically adjusts the page elements to best display on whichever screen you’re using, whether it’s desktop or mobile,” said Corey Plender, Director of Product Management for Alula. “Security professionals need this flexibility to stay competitive in a sector that’s increasingly tech-enabled. The openness of our platform means they can spend less time on management of accounts and more time selling.”

AlulaConnect employs the same open APIs that partners can use to create accounts at point of sale and which allow security professionals to connect seamlessly to their customer-relations management (CRM) systems such as Salesforce.

The upgraded portal enables full remote management of customers’ devices, limiting truck rolls.

Security and automation professionals will use the new partner portal to:
- Adjust notifications (such as push, email and phone calls) to match their customers’ preferences
- Set up the Central Station information, including phone number, IP connection, Caller ID number, account number and billing information
- Manage devices and troubleshoot remotely
- Additional functionality planned for future updates include:
  - Ability for end-user to access Connect+ operations and video content
  - Activity and usage based reporting to enhance stickiness and reduce account attrition
  - Monthly details on new activation, including device class reporting
Alula is also updating the portal’s workflow management to simplify the account creation and customer-onboarding process. The AlulaConnect experience is driven by icons that make it intuitive to accomplish the most common tasks in the portal, streamlining data entry and management.

“A portal like this, which makes it easy to communicate with customers and manage accounts with a mobile device, is an invaluable tool for growing our business,” said Ravi Sana, Founder of Allvy Technology Integrators in Spring, Texas. “Security professionals will be thrilled with this upgrade to the account-management portal they know and trust, and they’ll be happy they can access it wherever they are.”

AlulaConnect will also offer improved diagnostic and configuration for communicators and support for Alula network products such as BAT-Connect and Connect+. The portal will feature a framework for enhanced analytic and reporting tools, which Alula will continue to build into the platform.

The new portal will be rolled out to select Connect+ installers in May. It will be available for use with BAT-Connect this summer and open to all users by the end of the third quarter of 2019. Alarmdealer.com will continue to be available throughout 2019 during the transition.

About Alula
Alula is the only vertically integrated security and home automation platform purpose-built for today’s independent security and installation professionals. From sensors to hub to network, Alula offers a complete, end-to-end solution and one accountable partner. Today, thousands of partners across North America have nearly 300,000 active locations secured and connected with Alula. Designed for professionals, the Alula platform provides a complete security, automation and video solution for renters, homeowners and commercial installations. Alula is a business-driven platform designed to reduce truck rolls, increase RMR, simplify inventory and put today’s professional providers in control of their business, their customers and their revenue. The Alula platform is available nationwide through distributors that cater to the alarm and integrator industry. For more information about Alula, visit http://www.alula.net.
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