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ASSA ABLOY

Press Release

ASSA ABLOY Offers Mobile Apps to Streamline Deployments

NEW HAVEN, Connecticut, July 11, 2018 — In an ongoing effort to provide the highest level of customer support, ASSA ABLOY is offering two new mobile apps to ensure that installers are well equipped in the field. The ASSA ABLOY Customer Support App provides a troubleshooting, e-learning and support experience that is immediate and intuitive, while the BILT app simplifies installation with fully interactive, voice narrated step-by-step instructions.

Both apps are currently available for download on Apple and Android mobile devices, and more information about the offerings is available at the ASSA ABLOY booth (#611) at ALOA 2018.

The Customer Support app is powered with live, interactive video and live chat support from a technician. It also ensures support hours are displayed accurately within the app depending on device location and offers email options that are ideal for after-hours support inquiries. You can easily take a photo using your phone and attach it to your email for easier troubleshooting. A built-in QR code reader allows security professionals to scan the code located on the product for simple support lookup.

Through BILT, ASSA ABLOY provides interactive 3D models and step-by-step instructions to make installations easier, ensure products are installed properly, and store warranties for future reference. The instructions are fully-interactive, voice narrated guides that simplify installation and shorten the time it takes to accomplish the job.

Installation instructions are available on the BILT app for many ASSA ABLOY products including Adams Rite, Ceco, Corbin Russwin, Curries, Emtek, HES, Medeco, Norton, SARGENT, and Yale.

“Simple, intuitive instructions and immediate customer support are essential to a successful deployment,” states Leslie Saunders, Vice President of Customer Experience, ASSA ABLOY Americas. “We are continuously seeking out new ways to empower installers and locksmiths with the tools they need to effectively serve their customers.”

ABOUT ASSA ABLOY

ASSA ABLOY is the global leader in door opening solutions, dedicated to satisfying end-user demands for security, safety and convenience. www.assaabloy.com

ABOUT ASSA ABLOY DOOR SECURITY SOLUTIONS

ASSA ABLOY Door Security Solutions combines the expertise of the industry’s most knowledgeable door opening experts with the comprehensive product offering of leading door and hardware brands to provide complete solutions to partners and end-users in commercial, retail, multi-family, government and institutional facilities. Coupling innovative technologies with insight on specifications, design, support, training and code compliance, ASSA ABLOY Door Security Solutions works closely with the architectural, security, facilities and integrator communities to address the many challenges they encounter serving and securing their customers.

www.assaabloydss.com

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