

Client Testimonial for Mallen Services Pty Ltd

To Whom it may Concern:

I have known and worked with Mr Michael Allen of Mallen Services for approx. 18 months. Michael was introduced to our strata committee to replace two legacy contractors, one for Security Systems (CCTV and Access Control) and the other for I.T Support Services (PC's, network & peripherals).

As the newly appointed Facilities Manager (May 2018), I had observed these legacy contractors exploiting the strata by not proactively and permanently repairing security equipment and network infrastructure, but instead price gouging and exploiting emergency callout repairs which usually occurred after hours. They also had an adversarial and secretive attitude towards all management and were disliked by all staff and residents.

As an electrician by trade and with 15yrs I.T experience myself, I was immediately impressed by Michael's extensive and deep knowledge across both Security and I.T disciplines. Michael enthusiastically demonstrated his skills to the strata committee and I on numerous occasions during an informal 'trial period' before the committee felt comfortable and confident to enter into a fulltime support agreement with Mallen Services.

Mallen invoicing commenced in Dec 2018 and Stamford on Kent has never looked back. Michael has single handedly upgraded our CCTV Servers, Cameras and Software to a reliable, stable real-time retrieval and archival system that our senior Concierge has never experienced before (been here since 2000).

Michael also upgraded and migrated our legacy Insight Access Control System and database across to Integriti just as the old product's support was being terminated. Michael found a fixed a major network backbone issue that had plagued the building since inception with intermittent dropouts of swipe reader controllers in lifts etc which is now a robust and dual-redundant fibre-optic LAN that has reduced our previous callout rate from 2-3 times per week to maybe once a month on average.

Something that I'm most impressed about using Mallen Services that also differentiates Michael from many others is that he's implemented a secure form of remote I.P Address logging and reporting so that all SoK devices such as CCTV cameras, routers, switches, PC's, Servers, Door Controllers etc are intelligently providing feedback to Michael of their status. Michael knows (sometimes before we do), when a device has failed or gone offline and this alone has significantly reduced our callout costs and allowed remote support via Mallen.

Our strata has made significant long-term savings by replacing 2 mercenary contractors with Mallen Services, so I have no hesitation in providing the highest possible recommendation to Michael and Mallen Services.

Yours Sincerely,

Vaughn de Vocht – Senior Facilities Manager
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