EVERON Security System Service Calls

Account Name: **PODS Enterprises, LLC**

A service call being placed during normal business hours is to be placed to the EVERON Commercial National Accounts Enterprise Team (NAE Team) via the PODS distro email address, PODSService@everonsolutions.com

NAE GROUP SERVICE REQUEST PROCESS

1. EMAIL PODSService@everonsolutions.com WHEN SERVICE IS NEEDED.
2. Be prepared to provide the following:
    a) Company Name
    b) Full address where service is needed
    c) The type of system needing service:
        - Intrusion Alarm (DMP)
        - Access Control/Badging (RS2 or Honeywell)
        - VMS/Cameras (OpenEye)
    d) Site Contact name
    e) Site Contact cellular number (or landline if not available)
    f) A brief description of the problem

Contact Information and Escalation:

EVERON Commercial NAE Specialist
Michele Craven - MicheleCraven@everonsolutions.com - Cell #: 848-888-2776

EVERON Commercial NAE Backup Specialist, contact when NAE Specialist is on PTO
Danielle Gonzales - DanielleGonzales@everonsolutions.com - Cell #: 504-232-2946

EVERON Commercial National Account Manager
Shannon Phillips - shannonphillips@everonsolutions.com – Cell #: 980-318-7859

When placing a service call outside of normal business hours or on a holiday and are needing immediate service, call the After House team at 877-357-1808.

For further assistance, contact:
PODS Corporate Physical Security Manager, David Dalton, at 727-538-6359 or ddalton2@pods.com