

# Meet the installer

*Bobby Dhunay is the Head Engineer at Tel Cam Security Systems in Hanwell, London and has been working in the security industry for six years. Bobby's areas of expertise are intruder alarms, CCTV, fire alarms, access control, and home automation. The company is NSI Gold accredited and is also an Eaton Security Gold installer*

## What would be a typical project for you?

Each day differs from the last one, which is what makes my job so great, however there are two types of installation projects that I work on – a domestic CCTV installation, which involves installing a CCTV system to a home property. Often the system will include a camera, storage, recording and associated equipment. The other most common installation I carry out is a standard intruder alarm installation.

## What is the best thing about working in security?

There are many benefits, I love being on the front line, being out all day and customer facing. Being able to use new technology, such as SecureConnect from Eaton is also brilliant.

Having said all that, I think the most enjoyable aspect is I'm able to use the problem solving skills that I've acquired over my career to in a practical job role, as opposed to being office bound all day – it makes a huge difference!

## Is third party accreditation beneficial to your company?

Third party accreditation is key to my job – not only does it show customers that I am an expert in the field and differentiates me from competitors, who perhaps don't have the same qualifications as me. From a personal point of view, it gives me the opportunity to go for more senior roles earlier in my career.

## Are there any common requests from customers that give you problems?

Customers (understandably) always want the highest possible quality but sometimes they don't understand the cost that this can involve. This can lead to a difficult conversation when us installers have to break the news to customers that the system they're craving may be slightly out of their price range.

## What is the industry's biggest myth?

Insurance is a big issue in our industry and there are many misconceptions, however one that I see over and over again is people who believe that they are fully safe with a DIY security system which is not insurance approved.

## Are you concerned about Brexit?

Whilst Brexit is a concern for many industries, it is not one that will necessarily affect ours, at least in the short term.

Granted no-one really knows what will happen or how it will affect people or businesses so there's no point really worrying about it... for now!

## What advice would you give to a younger version of yourself?

Over the years, I've picked up numerous strategies for how to work more efficiently but the one that I always come back to and that has been the most helpful is "work smarter, not harder".

## If you won £25,000 what would you do with the money?

£25,000 is a life changing sum of money for anyone in my generation and giving the state of the housing market at the moment, I'd have to say a deposit for a house – or at least a partial deposit!



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