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American Alarm and Communications builds new 4,500 s/f operations center in Manchester

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Expanding its Granite State operations, American Alarm and Communications has relocated its N.H. headquarters to a newly renovated 4,500 s/f office and service center. The facility positions American Alarm to add staff and extend its customer service capabilities across the state.

American Alarm, which provides security and life-safety systems and services for homes, business and institutions in N.H. and across New England, is now located at 70 Zachary Rd., off East Industrial Park Dr.

"Our first New Hampshire office was in Manchester, so we are pleased to return to the city with a new facility that reflects our commitment to growth and customer service," said Wells Sampson, president of American Alarm.

American Alarm's chief financial officer, Louis Sampson, said "With the acquisition and renovation of this new facility we are investing in Manchester and New Hampshire for the long-term."

Prior to the move, American Alarm's N.H. headquarters was in Windham, where the company had consolidated operations in 2008 after its acquisition of Riel Security. The new offices, warehouse and service center doubles the space American Alarm occupied in Windham.

"We have been adding staff in New Hampshire because of growth in both the residential and commercial sectors, so it was time to build-out a new facility that better supports our ability to serve customers," said John Tanner, regional general manager at American Alarm, who will oversee the New Hampshire operation.

William McLaughlin of Derry, former president of New Hampshire operations for American Alarm, retired in 2013 but remains a consultant to the company and oversaw the build-out of the new facility in Manchester. McLaughlin is a past president of the New Hampshire Alarm Association.

American Alarm has a fleet of installation and service vehicles based in New Hampshire and staffed by experienced technicians. At the corporate headquarters in Arlington, Massachusetts, American Alarm operates a 24-7, U.L. Certified central station for monitoring its customers' security and life-safety systems. "We don't outsource our customers' security," Wells Sampson said. "We take our mission very seriously, so we strive to integrate the best technology and unmatched customer service, delivered directly by members of our own team."

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