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PTI Security Systems Improves Customer Service Model with the Addition of Customer Service Manager Michael Treichler

[SCOTTSDALE, AZ – September 1, 2020] PTI Security Systems, the global leader in access control technology for the self-storage industry, is pleased to announce the addition of Michael Treichler as Customer Service Manager. Michael’s addition is the first of many transformational activities that will be taking place in the support department, as PTI is investing in the complete transformation of how they support the self-storage industry. Michael is tasked with leading PTI through this journey to re-imagine and develop a service department committed to timely support, exceptional customer experience, and the right level of customer engagement at the right time.

“I have worked with many loyal customers in my time at PTI, and Michael’s addition to our team reinforces PTI’s commitment to providing these customers the support they need to build thriving operations,” said Thomas Brooks, Managing Director of PTI. “This is an exciting first step towards bringing a vision to fruition: *Customer Service, On-Demand*. While we have much to do, Michael is without a doubt, the right leader to deliver this transformational vision.”

Treichler, who has worked in customer service and technology support for over 25 years, joins the PTI team after working as a Technical Support Operations Manager for Aptum. As a Customer Service Manager, Treichler will work as a member of the PTI Leadership Team to ensure new and existing PTI customers’ lasting success.

“I’m thrilled for the opportunity to contribute to the evolution of PTI’s customer experience into the gold-standard in self-storage,” says Treichler. “I look forward to a transformational journey that better helps our customers maintain a stable, predictable operation and empowers them to grow their business.”

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About PTI Security Systems: With over 40 years of experience and 40,000 installations in more than 30 countries, PTI Security Systems (ptisecurity.com) is the most trusted name in self-storage security. PTI provides the most innovative, durable, and reliable security products available today in addition to a wide range of integrated security solutions that help create a seamless experience for both tenants and self-storage operators.