



## **CASE STUDIES**

### **Company**

Family Dollar Stores  
8,380 Retail Store Locations

**Former Lock Program:** Mix-Match – Locksmith Call Out

### **Reason for Conversion**

In 2003, Family Dollar began researching a cost effective solution to increasing locksmith expenses due to employee transitions and after-hours call-outs. After looking at several different suppliers, they felt InstaKey had the lock hardware and on-line software solution that could help to alleviate these expenses.

### **Budget Acquisition**

Loss Prevention approved the first prototype district of locations located near the corporate office to adequately evaluate the simple rekeying procedures. Loss Prevention and InstaKey personnel jointly developed the roll-out procedures that encouraged partnership with Store Operations district management. Loss Prevention chose only to secure the front door with InstaKey. Within 90 days of prototype installation, Loss Prevention reviewed the program provided funding approval to move forward with InstaKey to retrofit all existing locations. The roll-out program was implemented by Region which included 15-25 locations per District.

### **Implementation Strategy**

Loss Prevention and InstaKey personnel provided in-person training, conference calls, and educational materials prior to installation. Store Operations District Managers site surveyed front door lock hardware requirements and sent completed district information to InstaKey. InstaKey provided retrofit hardware and installation instructions, so District Management could provide installation without the assistance of locksmiths. Store Management contact District Management or Loss Prevention for rekeying approval. Each Rekeying kit is held on site in the safe for immediate use, when necessary.

To date, all Retail Store locations have been converted to InstaKey.

### **On-Going Program Benefit**

Since implementation, Loss Prevention, Facilities, and Store Operations are very satisfied with the InstaKey program. Loss Prevention regularly monitors and audits SecurityRecords.com software reporting to verify that all locations are installed with InstaKey, have the Rekey Kit on site, and are operating in compliance with designed company policies.