



## **CASE STUDIES**

### **Company**

Pei Wei Asian Diner  
200 Restaurant Locations

### **Former Lock Program: Core Swap – Locksmith Callouts**

#### **Reason for Conversion**

In 2005, Pei Wei Asian Diner realized that their location's cost for locksmith callouts were growing. This cost was absorbed by the corporation. This cost began to reach an expense that resulted in the facilities team to look into the reasons for the additional expense. Their research revealed that the restaurants were experiencing the callouts when the general manager realized that a key was missing; which was usually later in the evening, changing out the cores when they just needed an additional key for a new key holders, and re-coring the location due to an unknown quantity of keys for the location. These three factors were a driving force in the increased cost that Pei Wei faced with their key control, and thus they began their search for a solution to reduce their cost.

During Pei Wei's research, they came to the realization that a standard key control policy that could be implemented across their restaurants would provide much needed direction to the General Managers of the restaurant locations. This single key control solution led them to InstaKey Security Systems. The solution that InstaKey offered to Pei Wei would not only meet the three driving factors; cost, time, and unknown key count, for their search, it would also provide a standardized key control policy for the General Managers to utilize. This would not only eliminate a random expenditure, but reduces the time that the locations need to look for locksmithing services in their immediate area.


#### **Budget Acquisition**

Pei Wei worked with InstaKey Security Systems in developing a keying design for their restaurants. The design assisted in cutting down on rekeying at two different levels, at the perimeter doors and the manager's office. Pei Wei recognized that their overnight vendors, and certain key holders needed to have access to the restaurant, while still maintaining security on the restaurants important documentation that was not to be unnecessarily exposed to personnel or vendors without authorization by the management team.

Beginning in 2005, Pei Wei identified New Construction locations that were to be converted to InstaKey at the time of the restaurant turn over from the construction crew to the restaurant personnel. The successful implementation of InstaKey in these new locations had impressed the Pei Wei facilities team. The decision was made to include InstaKey in the remaining new construction locations for 2005, and be part of the vendor delivery schedule for 2006. The capital funding for this project was approved to move forward for all of the new construction, and as needed rekeys for restaurants that experienced a rekeying event that was not already converted to InstaKey.

#### **Implementation Strategy**

The key design for the restaurants was significant in reducing their overall need to rekey the locations as often as they had been. InstaKey and Pei Wei recognized where much of the turnover was occurring for their restaurants and the personnel that are key holders. The preliminary work by Pei Wei and the consultation by InstaKey in meeting the concerns of the restaurant locations, provide to be a successful approach in creating a key system that reduced the costs of locksmith callouts, and meeting the rekeying events when they occurred. InstaKey began fulfilling the order requests for new restaurant locations. This was handled by the introduction of an order form for the restaurants. Pei Wei Asian Diner would complete the order based off of on-site information and layouts of the restaurant. They would convey this information to InstaKey for the materials to be shipped out to the Site Super and to arrive on or before a specified date. The existing restaurants would contact InstaKey to arrange a Site Survey and installation by a local locksmith that InstaKey located near the restaurant. This provided to be highly successful since it involved the General Manager. They would identify the doors that needed to be keyed, while other doors were disabled on the exterior. This secured the restaurant, while reducing the cost of the conversion.

Currently there are 160 locations that have been converted to InstaKey's  KeyControl® Program.

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

Currently, the restaurants possess the Rekeying Kits in their safes. This eliminates the need for a locksmith callout, reducing the cost to the restaurant's profit margin, and adding the additional security to the employees with the ability to secure the restaurant immediately when a rekeying event occurs.