



SECURITY EXECUTIVE COUNCIL

A research and advisory firm

## **Solution Innovation Case Study: Company Achieves Superior Risk Mitigation Performance and ROI by Transforming Security Services with Remote Audio/Video Monitoring**

The Security Executive Council (SEC) Solution Innovation Partner (SIP) program evolved to help security practitioners expedite choosing a trustworthy risk mitigation vendor with confidence given the myriad of possible options in the marketplace. Proven Solution Innovation Practice Case Studies help to evaluate performance claims and differentiate security solution providers for business outcomes including risk mitigation, return on investment, and security assurance.

This study was validated by the Security Executive Council and client end-user.

### **Risk Issues and Mitigation Opportunities:**

ABC Supply is one of the largest distributors of siding, windows and other exterior and interior building products, tools, and related supplies in the United States. In 2018, the company was experiencing a significant number of burglaries. Specifically, the criminals were breaking into fenced-in locations where equipment was being stored to steal product.

Secondarily, ABC Supply's team was experiencing extremely high false alarm rates with their current intrusion detection system, primarily due to the AI and video analytics within their surveillance system not functioning as designed. As a result of this problem, alarms were not being properly recognized or mitigated.

ABC Supply was not receiving acceptable levels of service from the previous remote video monitoring company. Due to poor service and a significant increase in burglaries, ABC Supply decided to change security service management providers.

### **Solution Requirements:**

The client's Loss Prevention team was looking to solve these problems by finding:

1. A national remote video monitoring partner who can demonstrate and execute a cost avoidance strategy with a high likelihood of decreasing crime rates by 30%
2. Deliver operational and risk mitigation confidence. Execute service and technology risk mitigation via hot primary and hot redundant secondary centers
3. Identify a solution innovation partner who could handle more than 300 locations in the United States and be online within three weeks
4. With service performance specializing in audio and voice down methodologies to deter crime
5. Leverage centralized services and technologies to assist local security integrator with design and delivery of the surveillance system
6. Offer enhanced AI and video analytics partners compatible with most camera brands



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### **Delivered:**

After a competitive, in-depth selection process with multiple companies, the ABC Supply Loss Prevention team selected Eyeforce Remote Guarding Solutions as their sole provider. The collective Loss Prevention and solution innovation partner teams collaboratively met on multiple times to determine and specify a roll out of the new program.

The deployment for remote guarding solutions were delivered by the required deadline as follows:

- 20 retail site locations were enrolled each night Monday through Friday. The enrollment process involved adding audio to the current surveillance system for the purpose of deterring crime before it occurred.
- An Eyeforce Loss Prevention Specialist performed site audits to ensure that the people, processes, and technology responsible for each site were optimized and functioning 100%.
- Training and awareness were performed at each site to ensure maximum benefit to ABC Supply.
- Culturally appropriate signage was placed strategically at sites communicating the existence of the Eyeforce Remote Guarding Solution.

### **Outcome and Benefits of Service Including ROI:**

- 300 retail site locations were being monitored within 20 business days.
- Within the first year, 100+ break-ins were detected, which 17 lead to apprehensions.
- False alarm rates were reduced by 89% within the 20-day transitional period.
- After changing Remote Video Monitoring Vendors and partnering with Eyeforce Remote Guarding, ABC Supply was able to achieve significant annual recurring cost avoidance as a comparable function. The ROI is a direct reflection on saving the Corporate Loss Prevention time and resources. These savings equated to \$1,500 per month. It was not about the ROI by changing Vendors. The true gains the LP Team achieved were generated a peace of mind and trust in a new Partner.

Jay Calteux's nimble loss prevention team understands the value proposition for the ABC brand. Service and technology confidence moved from a 3.5 to an 8 out of 10.

*"We must leverage this technology for law enforcement. The analytics and live talk down are huge deterrents that compensate for human error. We can gift wrap investigations with high quality video now. With Eyeforce, we have a partner in risk management that did not treat us like another number in the queue. I can go to bed at night with confidence, knowing that there is no unaddressed risk.  
Jay Calteux, Loss Prevention Manager at ABC Supply Co. Inc.*



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### SIP Case Study Authentication Process

This process was overseen by a Council Faculty member with 25+ years of experience in developing and leading people and asset protection programs as a trusted security advisor for global, multinational organizations. Client end-user authenticated March 2022.

**Note:** The Security Executive Council's Solution Innovation case study represent a snapshot in time to demonstrate a solution to a specific-organization's issue. End-user diligence, trial and measurement are strongly recommended for any contemplated risk mitigation activity.

### A General Comparison of Competition

Client Service/Resource Attributes or Capabilities	Eyeforce Remote Guarding Company YES/NO	Local Remote Monitoring Company YES/NO	Multi-Regional Monitoring Company YES/NO	National Monitoring Company YES/NO	National Guarding Company YES/NO
<b>A) Company Stability</b>					
Financial and Operational stability since 1998	Yes	No	No	Yes	Yes
2 locations with a hot primary monitoring center plus a hot redundant center with shared customer supporting operations	Yes	No	No	Yes	No
Primary goal is Remote Guarding Solutions. The Monitoring Center Facility does not have shared functional business units that supports the entire corporation	Yes	No	No	No	No
<b>B) Monitoring Center Operational Software to include an integrated platform with:</b>					
Receive critical alarms alerts in real time, instantaneous updates, interactive and immediate 2-way communications with all customers	Yes	No	Yes	Yes	Yes
Product agnostic regarding camera manufacturers	Yes	No	No	Yes	Yes
Product agnostic for other emerging physical security devices	Yes	No	No	No	Yes



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Receive alerts from Situational Awareness Threat Intelligence Software Platforms	Yes	No	No	Yes	Yes
Receive and report actionable intelligence events, provide immediate support to the local leadership plus send all internal stakeholders instant updates	Yes	No	No	Yes	Yes
Follow complex on-site policy directives and decision tree algorithms assigned to trained Monitoring Center staff members	Yes	No	No	Yes	Yes
A mobile application for authorized users	Yes	No	No	Yes	Yes
Send integrated alerts from one platform	Yes	No	No	Yes	Yes
<b>C) Remote Video Monitoring services:</b>					
Video patrols	Yes	Yes	Yes	Yes	Yes
Receive video analytical alarms	Yes	Yes	Yes	Yes	Yes
Incident response and management based on customer directive	Yes	No	Yes	Yes	Yes
On-site personnel notifications - phone	Yes	Yes	Yes	Yes	Yes
On-site personnel notifications - text	Yes	No	Yes	Yes	Yes
On-site personnel notifications - email	Yes	Yes	Yes	Yes	Yes
On-site personnel notifications – incident report	Yes	Yes	Yes	Yes	Yes
Receive complex and multi-tasked instructions from on-site management and mitigate all hazards, exposure, and threats	Yes	No	No	Yes	Yes
monitoring center management’s flexibility to instantly adapt to on-site policy changes	Yes	No	Yes	Yes	Yes
Dispatch on-site emergency personnel to the exact location of incident concern	Yes	No	No	No	Yes
Dispatch law enforcement or other first responders to the location with detailed information	Yes	Yes	Yes	Yes	Yes



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Dispatch law enforcement or other first responders to the location and send video of the incident to first responder dispatch	Yes	No	No	Yes	Yes
<b>D) Remote Guarding Access Control Support</b>					
Ability to access doors to authorized personnel after verified credentialing, remotely	Yes	No	Yes	Yes	Yes
Ability to access gates to authorized personal vehicles after verified credentialing, remotely	Yes	No	Yes	Yes	Yes
Ability to access gates to authorized company vehicle tractors and 53-foot trailers after verified credentialing	Yes	No	No	Yes	Yes
Issue temporary credentials	Yes	No	No	Yes	Yes
Interactive bi-lateral communications 24/7	Yes	No	Yes	Yes	Yes
The name of the person entering the facility	Yes	Yes	Yes	Yes	Yes
Electronic time stamps	Yes	No	No	Yes	Yes
<b>E) Badging or Credentialing Verification</b>					
Visit purpose and company authorization	Yes	Yes	Yes	Yes	Yes
Vehicle license plate number	Yes	Yes	Yes	Yes	Yes
Trailer carrier company and number	Yes	Yes	Yes	Yes	Yes
Direct driver to appropriate dock	Yes	No	No	Yes	Yes
Driver vehicle history while on-site	Yes	No	No	Yes	Yes
Provide live assistance if required	Yes	Yes	Yes	Yes	Yes
Decline access into the facility if required	Yes	No	Yes	Yes	Yes
<b>F) Remote IT Support for Remote Guarding Solutions</b>					
Establish connections from on-site physical security devices to the monitoring center	Yes	Yes	Yes	Yes	Yes
Assist internal stakeholders with account set up whether on the corporate network or off	Yes	No	Yes	Yes	Yes



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Provide IT support in establishing VPN, Port forwarding, and bandwidth consumptions	Yes	No	No	Yes	Yes
Ability to power down on-site cameras remotely and re-boot the video feeds for a live connection	Yes	No	No	Yes	Yes
<b>Instantaneous alerts if:</b>					
Cameras are offline	Yes	No	No	Yes	Yes
Out of Focus	Yes	No	No	Yes	Yes
Cameras are not in the exact view	Yes	No	No	Yes	Yes
<b>G) Other Audit, Compliance, and Ad Hoc Services provided:</b>					
Verify opening and closing procedures being followed	Yes	No	Yes	Yes	Yes
Customer waiting time alerts to notify on-site management to deploy additional on-site management support	Yes	No	No	Yes	Yes
Ad hoc on-demand incident support services for local/global events	Yes	No	No	Yes	Yes

See other case studies and learn more about the SIP Program here:

[https://www.securityexecutivecouncil.com/about/solution\\_innovations.html](https://www.securityexecutivecouncil.com/about/solution_innovations.html)