

## **CASE STUDY SUBMISSION ON BEHALF OF INSTAKEY SECURITY SYSTEM**

### ***Beall's Director of Loss Prevention finds key control program saves time and money***

Imagine tracking keys and locks for over 80 stores and roughly 400 managers without a key control program in place.

When Pat Ancil first started as Director of Loss Prevention for Florida-based Beall's Department Stores, he was dealing with a variety of hardware and locks with no continuity. One of Ancil's main concerns was the ease with which keys could be duplicated, permitting unrestricted access to any of the 80 department stores he oversees. There were no measures in place for tracking keys and users. When a manager left, the standing policy was to call a locksmith to rekey and replace the door cores.

### ***"Cannot duplicate" a reality with InstaKey***

Ancil first heard of the Denver-based InstaKey Security System at an industry tradeshow and was intrigued by its patented key control hardware and software. Initially, Ancil decided to test the hardware for two months and worked directly with Ryan Carter, InstaKey's Customer Service Manager, overseeing the installation in a few stores. During this time, Ancil had the store managers visit numerous locksmiths to try to duplicate the keys. "They discovered that with InstaKey, unauthorized key copies cannot be made because InstaKey's restricted keyways mean key blanks are not sold to locksmiths or hardware stores," said Ancil. In addition to the keyway advantage, every key has its own unique identification number to aid in key tracking and key audits.

Ancil also conducted a competitive price comparison with other providers, and found that these programs didn't compare with the integrated hardware/software key control program offered by InstaKey.

### ***Beall's rolls out key control program***

Once Ancil selected InstaKey, he evaluated the return on investment (ROI) and financed the new program by getting money approved as a capital expense. Ancil wanted to show management that the ROI was worth the capital investment. "In a short time, we've already started to see the payback from the InstaKey program," said Ancil.

Since InstaKey locks can be rekeyed with a turn of the master key, rekeying expenses are negligible, a boost to ROI. InstaKey's secure, web-accessed key tracking system offers timesavings to the ROI equation, and is a boost to cost-saving loss prevention efforts.

The rollout of the hardware and software program started with Beall's 80 department stores all located in Florida. InstaKey sub-let the yearlong portion of work to local locksmiths who installed new cores on 2,400 cores and gates, an average of 35 per store.

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InstaKey, in turn, set up its proprietary web-based software program for Beall's. The patent-pending Internet program allows for accurate records management and real-time tracking of every key, every key holder and every location. Through the software, authorized users can order new keys, change key holders and deal with lost keys.

"When a key is lost or missing, store managers simply use their step change key and contact InstaKey to order new keys," said Ancil. InstaKey then enters the information into the web-based software and Ancil receives e-mail notification that the store has ordered new keys.

Ancil can also view each store's re-keying history, including dates and reasons given for the re-keying via the web-based software.

"I'm basically taken out of the administrative equation," said Ancil. "The checks and balances are in place to ensure the program runs smoothly and properly. We just monitor and oversee the program."

Managers, however, cannot order master keys without prior approval, which allows Ancil to control the number of keys in circulation and to determine the circumstances for why managers need a new master key.

It's been two years since Ancil implemented InstaKey into the department stores. Now, Beall's Inc. (the parent company) is in the process of converting all 200 padlocks on its shipping trailers at its distribution center to InstaKey hardware. And, it is installing the key control program in all five of its corporate offices and distribution centers (space that covers 500,000 sq. ft.) The process is expected to last around six months.

Each of the newly constructed Beall's outlet store locations (extending from Florida through California) also has incorporated the key control program.

#### ***Ancil sees benefits of partnership***

For Beall's, InstaKey acts as the system administrator of its key control program which frees up Ancil to work on other aspects of loss prevention.

According to Ancil, it's a win-win relationship. Re-keying costs have been eliminated and InstaKey has reduced the amount of time Ancil spends monitoring and tracking keys. "Now, I can proactively focus on other parts of the business, including reducing the companies' shortage, implementing shrink-related programs and decreasing employee/external theft," said Ancil.

**Beall's Department Stores (pronounced "bells")**  
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