

# Case Study: Inventory Reduction

## ABOUT THE CLIENT

The client operates about 80 extended-stay hotels in about 20 states and the District of Columbia. Each property is offered a variety of resources including sales and marketing expertise, human resources, operations, maintenance and accounting services. In 2007, the parent company realized over \$20M in revenue and has over 600 employees nationwide. One particular property sought a security solution. The Director of Safety and Security for the property called Triad Security for help.

## THE REQUIREMENT

The Director desired to curb internal theft and provide additional security to guests and employees by installing a video surveillance system to monitor sensitive areas. The property had an existing DVR and security system that they wanted to expand. After talking with the Director of Safety and Security about the property's security needs, Account Manager, Steve



Monek provided an expert site survey prior to proposing any solutions.

Cameras were installed to oversee among other areas the front desk for cash receipts, the loading dock, and employee time-clock/check in areas as well as the bar area, main lobby and loading/ unloading zone in the front of the building. Because they were so satisfied with the installation and follow up that Triad Security provided, when more budget dollars were available to expand the security system, the Director again called on his Triad Account Manager to reposition

some cameras and add additional ones to the system.

## THE SOLUTION

Triad technicians repositioned several cameras including one on the loading dock to monitor two entrances/exits and gain better facial recognition. Additional cameras were installed in the bar area to fully capture activity happening around the bar from several angles. A camera was installed in the ballroom stock area to oversee a previously unmonitored exit and employee traffic.

As a result of repositioning some cameras and adding cameras to secure areas that were previously unmonitored, the Director has been able to aid in police investigations for lost property and, in a rare instance, disorderly conduct.

## INDUSTRY FACTS

The latest National Retail Security Survey reports that losses from employee theft have reached record levels and that total inventory shrinkage cost U.S. retailers \$31.3 billion last year including \$15 billion or a staggering 48% from employee theft. The employee theft figure is the highest in the 10 year history of the survey.



According to University of Florida criminologist Richard C. Hollinger, Ph.D., who directs the National Retail Security Survey, the results indicate that in 2002, retailers lost 1.75 percent of their total annual sales to shrink, up from 1.69 percent the prior year. Hollinger said that the results of the survey should serve as a wake-up call to the retail industry that shrinkage, and employee theft in particular, continues to be a multi-billion dollar source of revenue loss.

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*\*Triad Security Systems does not disclose clients' names or locations in an effort to protect their privacy and safety.*