A.C. Moore Arts & Crafts
Digital Key Control Creativity

For over thirty years, A.C. Moore Arts & Crafts has focused on being the customer's first choice for creative possibilities. A.C. Moore provides a large inventory selection of arts, crafts, and floral merchandise to a broad demographic of customers, securing 140 stores in eighteen states and cost effectively managing over 40,000 stock keeping units (SKU) per store.

Over the past two years, A.C. Moore's Director of Loss Prevention Steven Werner and his team have targeted creative digital solutions to help reduce shrink, improve culture, and streamline data collection. "As loss prevention professionals, we are chartered to do more with less, so you have to be creative," said Werner. A recent area of focus was to modernize the company's lock-and-key program.

Steven Werner, Director of Loss Prevention, A.C. Moore
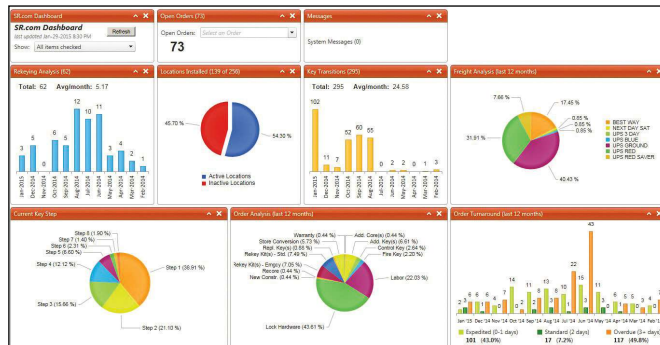
Cost Savings with Hardware Technology

In 2009 A.C. Moore chose to secure stores' high-traffic doors with InstaKey Security Systems' KeyControl® program. Its goal was to reduce rekeying expenses associated with management turnover resulting in locksmith call outs. Historically, these expenses, averaging $400 per callout, were absorbed as a result of management turnover. With a KeyControl foundation of restricted keys, rekeyable locks, administration, and data accessibility, the stores now only need to rekey when a key is lost, stolen, or unaccounted for.

"The best savings is not having to rekey because we get the keys back. But when we do lose a key, the simple rekeying process allows the general managers to secure the store quickly. We now average $50 per event, reflecting a substantial savings," added Werner.

Time Savings with Software Technology

In the summer of 2014, the loss prevention team further enhanced its KeyControl program by identifying alternative techniques designed to improve key-holder compliance. A new digital technique further prevents rekeying events and improves cost controls. It provides a digital key holder tracking portal at the store level that allows general managers the ability to login and update key holder information in real time.

"The new web-based application allows our GM's to update the key holder's key serial number, creating an assignment audit trail and history. This simple digital process has noticeably improved our key holder accountability and store compliance and has immediately reduced our rekeying trend by over 50 percent," said Werner.

Improved Program Compliance

InstaKey Security Systems provides the only patented, web-based software application called SecurityRecords.com®, which is designed for loss prevention's quick analysis of KeyControl program compliance at any time from any web-enabled device.

The software's KeyControl dashboard presents exportable data graphically allowing for simple measurement, drill-down analytics, and quick reaction to non-compliance or exceptions.

"By adding this data stream to our existing store audits, we've been able to improve store compliance, allowing for a tighter focus on other critical areas," said Werner. "InstaKey's KeyControl solution provides us with better tools to monitor, measure, and leverage our stores' security compliance. Lock and key programs are often a facility's responsibility, but as a result of our creative culture, our internal teams were able to identify, enhance, and further reduce our operational expense."

A.C. Moore's KeyControl program evolves as a result of collective, creative solutions and operational partnerships. Its original design and customization for a simple, cost-effective solution for the stores' security continues to provide measurable ROI and improved compliance performance.

For more information about InstaKey Security Systems' KeyControl, call 800-316-5397 extension 125 or email sales@instakey.com. ■