

# ANN TAYLOR



## **CASE STUDIES**

### **Company**

Ann Taylor & Ann Taylor Loft  
1,089 Retail Store Locations

### **Former Lock Program: Core Swap**

#### **Reason for Conversion**

In 2002, Ann Taylor Facilities began researching a new solution to in-house management of their existing core swap program. Due to upcoming budget revisions and re-organization of Security personnel, Ann Taylor sought a restricted key management program that could standardize their locations and outsource the key management administration for Security. After looking at several different systems, they felt InstaKey had the solution, was lock hardware compatible with their existing system, and provided on line software that could assist with decentralization of responsibilities between Corporate Security and Facilities.

#### **Budget Acquisition**

Corporate Facilities funded the initial prototype in their highest profile marketplace (New York City) to assist in proving the necessity for outsourced management and simplistic conversion procedures. Corporate Facilities utilized a national service provider to swap the existing cores with InstaKey cores so the store management could keep focus on sales opportunities. InstaKey provided educational materials for store management to follow once installation was completed. Within 90 days of prototype installation, Corporate Facilities tested the simplicity of the program by conducting mock rekeying events. Based upon the test results, Corporate Facilities felt the provided solution answered many of their upcoming concerns and approved funding to move forward with InstaKey on a regional roll-out program (which included 90+ locations).

#### **Implementation Strategy**

Corporate Security provided core and key count estimates, InstaKey provided roll-out timing and product delivery, and a national service provider coordinated locksmith installations. Each location receives a set number of keys and keeps a Rekeying kit in the safe for future use.

In 2004, new construction locations were also added. Store Openers informed InstaKey two weeks prior to store opening date and received an installation package. Store Openers installed the cores, distributed keys, and verified that the Rekeying Kit is placed in the safe. Then in 2007, the new construction procedures were again revised, so that General Contractors could provide installation of the InstaKey materials, thus reducing corporate expenses again.

To date, all locations have been converted to the InstaKey Security System.

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

Currently, Security, Facilities, and Field Personnel are very satisfied with the simplicity of the InstaKey Key Management Program. Corporate Security monitors key holder compliance, rekeying frequency utilizing InstaKey's on line SecurityRecords.com software. This helps to verify regularly that all locations are operating in compliance with designed company policies.