



## **CASE STUDIES**

### **Company**

Buffalo Wild Wings  
783 Restaurant Locations

**Former Lock Program:** Core Swap – Locksmith Callouts

### **Reason for Conversion**

In 2001, Buffalo Wild Wings began researching a key management program that would eliminate locksmith callouts and reduce the costs associated with rekeying a restaurant. The Facilities department was introduced to InstaKey Security Systems during their research. They contacted InstaKey to learn more about the Key Control Program that InstaKey is capable of offering. During the research, Buffalo Wild Wings learned that not only could they reduce the cost of locksmith callout, but that the InstaKey KeyControl® Program could help standardize their locations' key control, improve concerns about key duplication, eliminate the need to have staff wait for locksmith's to arrive to perform a rekey, or the additional expense of the locksmith service cost. After an exhaustive search of other solutions, Buffalo Wild Wings came to the conclusion that InstaKey would not only meet their needs in reducing locksmith callouts, but had the additional benefits of restricted keys, key tracking, and the entire elimination of locksmith callouts. This elimination of service callouts also had the additional benefits of improved personnel security. The facilities team noticed that many of their callouts occurred after hours when the management team realized that a rekey was necessary. This allowed the on-ground personnel to enact a rekey without waiting for the locksmith to show up, thus they were leaving the building at the normal hours. After this comparison, the Facilities team decided that the InstaKey Security Systems KeyControl® Program was the solution that they were looking for.

### **Budget Acquisition**

In March 2001, Buffalo Wild Wings identified their first new construction location to secure the restaurant doors, perimeters and interior, with the InstaKey rekeyable lock hardware. The Facilities team and InstaKey Security Systems Program Developers developed a working schedule based on the new construction list for 2001. This schedule would allow InstaKey to know about upcoming requirements and the site super contact information for implementation timeframe at restaurant turn over.

Continuing on from March 2001, meeting the construction schedule that was provided to InstaKey, the restaurants were converted on the restaurant turn over date. The capital funding for this project was approved to move forward for all of the new construction in the Central and West regions.

### **Implementation Strategy**

Following the successful conversion project of new construction locations in 2001, Buffalo Wild Wings decided that they were ready to convert existing locations to InstaKey. The Facilities teams decided that the most effective way for this to occur smoothly was to provide an existing location list with General Manager contact information. They decided on which locations were to be converted on a month by month basis. Buffalo Wild Wings would provide a list of the restaurants that they wanted converted during the month to InstaKey. InstaKey would contact the General Manager and begin the conversion of that restaurant with a site survey, and then installation. This process was completed effectively for Buffalo Wild Wings. Over the relationship between Buffalo Wild Wings and InstaKey, the construction door schedule has been changed to require Small Format Interchangeable Core formatted hardware to be installed by the Site Super. InstaKey now supplies the cores and keys only, thus eliminating the need for a site survey and locksmith to install the hardware. This has reduced cost as the Site Super is able to visit each door and insert the core into its housing. This process takes but a few minutes to walk the site, and complete the installation of the cores for the Site Super.

Currently all 783 locations have been converted to InstaKey's KeyControl® Program.

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

Currently, the restaurants possess the Rekeying Kits in their safes. This eliminates the need for a locksmith callout, reducing the cost to the restaurant's profit margin, and adding the additional security to the employees with the ability to secure the restaurant immediately when a rekeying event occurs.