



CASE STUDIES

Company

Dollar General Inc.
11,756 Retail Store Locations

Former Lock Program: Mix Match – Locksmith Call Out

Reason for Conversion

In 1998, Dollar General was concerned with increasing locksmith expenses due to high turnover and lost keys. Facilities and Asset Protection conducted research and determined that their locksmith rekey expenditures, which at that time consisted of 4,800 locations, had amounted to over \$1 million annually.

Budget Acquisition

In facing this consistently growing annual expenditure, Facilities and Asset Protection jointly justified that the full conversion expense to InstaKey's program was a little over a quarter of their annual locksmith call out expense. Asset Protection elected only to secure the front door with InstaKey.

Implementation Strategy

After proving the prototype in two districts near the corporate office, capital budget was approved for a full roll-out to be accomplished in a six-month period. Dollar General elected to conduct the store surveys and installation themselves saving almost half the cost of the conversion compared to contracted installation. Corporate Asset Protection, Facilities, New Construction, Retail Operations, and InstaKey personnel collaborated to develop simple training instructions and tool kits to ensure the a quick and painless implementation process.

Using the SecurityRecords.com on-line software, Asset Protection personnel can review orders that have been placed and track InstaKey turnaround/delivery confirmations. Their personnel can now control the number of keys in circulation and review the rekey necessities. Each Rekeying Kit is stored on site in the safe.

On-Going Program Benefit

Within the first year of implementation, the InstaKey Key Management program provided a significant return on investment (ROI). It also has provided an avenue for Asset Protection, Facilities, and Retail Operations the fund other initiatives that improve overall operations and security. Currently, Dollar General continues to save in excess of \$1 million annually compared to their lock program before conversion to InstaKey.

Currently, Dollar General has over 13,000 locations and averages over 650 new construction/retrofit locations annually. InstaKey has become a cornerstone of Dollar General's Asset Protection program, and are conducting annual key control audits, so they can ensure that all locations are compliant with the program.