



## **CASE STUDIES**

### **Company**

Freeb!rds World Burrito  
73 Restaurant Locations

**Former Lock Program:** Core Swap – Locksmith Call-Outs

### **Reason for Conversion**

In April 2011, Freeb!rds began researching a key management program that could help standardize their locations' key control, improve concerns about key duplication, eliminate having staff wait for locksmiths to arrange a service call, and the additional expense of the locksmith service cost. Upon an internal review of their key control program, they found that it negatively impacted the Director of Construction's ability to track the costs involved with having different locksmiths surveying their locations and providing the materials for each restaurant. The Construction Supervisors would find local locksmiths to contract out, thus it provided various costs that impacted the overall cost for the restaurant construction. After comparing their current variable locksmith costs to InstaKey Security Systems KeyControl® Program, they felt it was time to evaluate a newer, comprehensive and single source solution.

### **Budget Acquisition**

In May 2011, Free!rds identified their first new construction location to secure the main entrance door with InstaKey rekeyable lock hardware. The Director of Construction and InstaKey Security Systems Program Developers collaborated on store key design; lock hardware needs, and conversion procedures and timing.

Continuing on from May 2011, meeting the construction schedule that was provided to InstaKey, the restaurants were surveyed with the construction supervisors and conversion of the restaurants was completed 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**

In May 2011, the Director of Construction decided that the most effect approach to implementing InstaKey in their locations was to have InstaKey contact the construction manager of each new restaurant according to the Freeb!rds new construction schedule. InstaKey would contact the construction manager for the turn over date. Then InstaKey would locate a local locksmith to complete a site survey, and return that information to InstaKey. The materials matching the location's keying requirements would be sent out the locksmith. The technician would review the materials with InstaKey to verify receipt of a complete order of product for a successful installation. Then on the specified date for restaurant turn over, the service provider would complete the restaurant conversion and turn over the keys to the Freeb!rds representative. The rekeying kits were placed into the safe for when a rekeying event occurs. This would allow for immediate key change at the restaurant. Having the rekeying kits on-site allows the general manager to eliminate locksmith call outs to the restaurant or for employees to be waiting for after hour service.

Currently 73 locations have been converted to InstaKey's KeyControl® program.

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

Currently, the restaurants possess the Rekeying Kits in their safes. The General Managers distribute keys to the key holders and overnight vendors. The individual locations request orders when they need a new Rekeying Kit, or a change in key quantity due to an increase in key holders.