CASE STUDIES

Company
KFC
80 KFC Restaurant Locations

Former Lock Program: Locksmith Call-Outs

Reason for Conversion
In 1994, KFC in Florida had the Area Coaches handling the research for local locksmiths and their services for the restaurant locations under their area. This led to the KFC management teams to spending a significant amount of time looking into this one aspect for locations that only absorbed a very small amount of time that occurred at a location, and only on some occasions.   This took away company resources from KFC by having this solution in place. The Senior Facility Leader over Florida decided to begin looking for a one source solution that would remove all of the one-off vendors and invoicing that KFC was experiencing.

To alleviate this burdensome duty for the Area Coaches, KFC looked into the single source solution. During this research they were introduced to InstaKey Security Systems' KeyControl® Program. In a comparison with the other vendors that were being reviewed, InstaKey provided the best and most cost effective solution for KFC. The solution would eliminate the need for the Area Coaches to research local locksmiths, and provide one point pricing for services, along with one point of contact to handle all services that a restaurant location might need for their keying.

Budget Acquisition
InstaKey began working with the KFC Facility Leadership to design a solution for their restaurant location that would reduce the cost for rekeying a location. The solution was to eliminate the need to key the all of the external locks except for the Main Entrance to the restaurant. This would have all restaurant personnel enter and exit through one door during opening and closing. The remaining doors would be opened from the interior during business hours for all of KFC's guests. This solution also eliminated the need for any "lock" service to be performed on the non-cored doors since the external core was removed.

Over the years, those locations in the Florida region for the Senior Facility Leader were converted to InstaKey. The cost of this conversion was sent to KFC corporate. This allowed the costs to be handled at the corporate level, instead of being passed along to the locations directly, thus freeing the restaurant managers to handle the day to day running of the restaurant.

Implementation Strategy
All of the restaurant locations were turned over to InstaKey to upload into InstaKey's proprietary database system; SecurityRecords.com. Once this information was uploaded, InstaKey contacted the Senior Facility Leader to inform her that InstaKey was ready for the first area to begin. The Senior Facility Leader then contacted the Area Coach that was to be converted and gave InstaKey the go ahead to contact the restaurant to arrange the survey and installation of InstaKey materials. The restaurants of each area were converted during a one month period before moving onto the next area for conversion.

Currently there are 80 locations that have been converted to InstaKey's KeyControl® Program.

On–Going Program Benefit
Over the past fifteen years, KFC has realized that they have made an incredible ROI, by implementing the InstaKey KeyControl Program. They have eliminated the need for locksmith call-outs, cut down on the need to rekey through education at the restaurant level, and improved their site security through the use of the InstaKey restricted key program.