CASE STUDIES

Company
McDonalds
1,153 McDonalds Restaurant Locations

Former Lock Program: Locksmith Call-Outs

Reason for Conversion
In 1996, McDonald's had in place a locksmith call-out system for their corporate restaurant locations. In each area of the country, different systems where set up along with different vendors to meet the locksmithing needs of McDonalds. At the time it was corporate policy to have all of the door locks replaced when a key holder left the organization. The regional security managers would have to then locate and call out a locksmith to go to the site to replace all of the door locks and turn over new keys to the staff. This would require calling in the key holding staff to receive these new keys. It was a costly program, not only in the expense of the service and materials, but to the amount of time that the McDonald's employees would spend in completing this task.

Due to reports from the field, along with numerical evidence on the inefficiency of this type of program, McDonald's corporate security began researching different vendors for a solution that could reduce the cost of the program, tighten up their security concerns, and have a nationwide single sourced solution. After comparing many different vendors competing for the vendor solution, McDonald's decided that InstaKey Security Systems' KeyControl® Program, would provide the comprehensive solution that they needed

Budget Acquisition
InstaKey began working with McDonald's corporate security to design a solution for their restaurant location that would reduce the cost. 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 McDonald's guests.

This is an on-going project with new locations opening every year. The cost of the conversion of the location was applied after the restaurant opening through the McDonald's Corporate Accounting Center. Due to the nature of McDonalds as a worldwide organization, this was decided as the most efficient process for locations to be converted to InstaKey.

Implementation Strategy
Once a new restaurant location was opened, and running at full staff, they would convert a location to InstaKey when a Rekeying event occurred. The regional security manager, the area supervisor, or a restaurant general manager would contact InstaKey for the conversion process. InstaKey would schedule a location survey date along with a conversion date once the materials have been delivered to the technician handling the installation of InstaKey. The turnaround time was dictated by the general manager of the location, in cases it had to be expedited. This process has been very successful in meeting the needs of the restaurant and the employee's security.

Currently there are 1,153 locations that have been converted to InstaKey's KeyControl® Program.

On–Going Program Benefit
Currently, InstaKey Security Systems participates in the McDonalds World Wide Convention. This has exposed many Owner/Operators to the InstaKey KeyControl® Program. This has enabled them to develop master keying systems allowing them to virtually eliminate the cost of locksmith call-outs, secure their restaurants with non-duplicable keys, and reduce the number of keys that they personally carry. The existing McDonalds locations that are on InstaKey enjoy the benefit of a heightened security and the ability to rekey immediately once a rekeying event occurs.