



## **CASE STUDIES**

### **Company**

Winn-Dixie Inc.  
555 Retail Store Locations

**Former Lock Program:** Mix-Match – Locksmith Call Out

### **Reason for Conversion**

In 2006, Winn-Dixie Asset Protection began researching a restricted key management program that could help standardize their location's key control and was not tied to a sole-sourced proprietary solution from a servicing vendor. In addition, they were accruing large locksmith expenditures due to employee transitions and after-hours call-outs. After reviewing several different suppliers, they felt InstaKey had the lock hardware, integrated software, and procedural experience that could bring uniformity to their lock hardware program.

### **Budget Acquisition**

Asset Protection approved the first prototype location located near the corporate office to adequately test the program. Within 30 days of prototype installation, Winn-Dixie Asset Protection reviewed the program and determined which doors required the InstaKey solution. In July 2006, Winn-Dixie issued a formal Request for Proposal (RFP) that was awarded to InstaKey. Asset Protection and InstaKey personnel jointly developed the roll-out procedures and educational materials. In October of 2006, Asset Protection received approval and provided capital funding to move forward with InstaKey for retrofits of existing locations. The roll-out program was implemented by Region which included 125+ locations.

### **Implementation Strategy**

InstaKey utilized a national service provider to coordinate the Asset Protection Specialists (APS) and local locksmiths to conduct site surveys. InstaKey evaluated the site survey requirements, confirmed with APS's and local locksmith technicians, and shipped product for installation. The APS's distributed keys to key holders (receiving signed key holder receipts) while local locksmiths provided installation of required lock hardware.

Each key is signed for by the key holder to improve store personnel accountability. Asset Protection Specialists fax in these key receipts and InstaKey personnel upload digital copies into the SecurityRecords.com on-line software. So, when a key holder is transitioned, Store Management notifies their Asset Protection Specialist to authorize a rekey (when a key is not returned) or re-issuance of the key for the new key holder.

To date, all 555 locations have been converted to the InstaKey.

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

Over the first four years on the program, Asset Protection and Store Operations have rekeyed less than 50% of their locations to date. The on-line software allows the Asset Protection team the data necessary to audit each key holder and their access. Due to these strict key control procedures, they have adequately reduced the necessity for rekeying while saving time and expense.