

# Winn Dixie Takes Key Control to the Next Level

In today's environment many asset protection professionals are chartered to improve their location's physical security and personnel safety while simultaneously assisting store operations with increasing profitability and shrink loss reduction. Unfortunately, this is not a simple task and has many relevant layers of physical security.

So, where do you start? Ever thought about improving your key control layer?

## Program Requirements

In June 2006 Winn Dixie began researching a restricted key management program that could help standardize their locations' key control procedures and was not tied to a sole-sourced proprietary solution from a servicing vendor. At the time Winn Dixie was accruing large locksmith expenditures per location due to employee transitions, lost/duplicable keys, and after-hour emergency call-outs.

After working closely with Winn-Dixie's sourcing department and reviewing several different vendor offerings, Winn Dixie felt that InstaKey Security Systems had a simplistic key control program solution that met their requirements. They wanted a solution that could work with their new alarm and digital CCTV strategy, while keeping it simple for stores and the asset protection team to execute and manage.

InstaKey provides a key control program incorporating three primary components:

- Restricted, serialized keys that cannot be duplicated,
- Lock hardware that can be rekeyed without locksmith assistance, and
- Patented on-line software that gives real-time data while tracking all locations, doors, and key holders.

## Implementation

Based upon the prototype location's successful launch in July 2006, Winn Dixie chose to roll-out the program in all 522 locations. Winn Dixie and InstaKey utilized Security Source, a servicing partner, to coordinate the asset protection specialists and local locksmiths' site surveys. InstaKey personnel evaluated the site survey requirements, confirmed information with AP specialists and local locksmith technicians, and provided the product for installation.

During the locksmith installations, the AP specialists distributed keys to key holders and received key-holder signature receipts for each serialized key, which helped to improve store personnel's key accountability perspective because "It's not just a key, but my serialized key."

AP specialists upload these key-holder signature receipts into InstaKey's SecurityRecords.com software to keep the

program compliant. So, when a key holder is transitioned, store management notifies asset protection to authorize a rekey, if the key is not returned, or conduct a reissuance of a returned key to a new key holder.

The SecurityRecords.com software also provides the AP team "real-time" audit reporting capabilities. Because Winn-Dixie had recently executed a formal AP audit program, this audit procedure helped verify that all locations were operating in compliance with designed company policies. By conducting these audits regularly, rekeying necessities were dramatically reduced, which has saved personnel time and company expense.

## Results

To date the conversion project is in the final stages of completion, and they've only had to rekey less than 15 percent of their stores at a fraction of normal locksmith expenses. InstaKey's three primary components of key control have helped solidify the AP team's presence in stores, assisted them in monitoring who has access to store locations, and provided a cost-effective rekeying solution.

InstaKey personnel worked directly with the AP team during all phases of implementation, so their staff understood the policies, procedures, and associated lock hardware requirements. InstaKey personnel even worked with their staff on how to use the information to their advantage and developed specific software audit reporting to help simplify their AP team's responsibilities.

"Since arriving at Winn-Dixie, I have been continually impressed with our company's resolve to get better every day in all areas of our business," said Dan Faketty, vice president of asset protection for Winn-Dixie. "The InstaKey solution has not only allowed us to execute a strategy designed to have better accountability and physical security controls in stores, but we now have a state-of-the-art key control solution that provides a level of accountability never seen here before. Additionally, the InstaKey solution complements other recently implemented AP programs designed to aid us in building a world-class program that targets stock loss while providing a quick return on investment."

Faketty added, "We are extremely pleased with this solution provider and, more importantly, their ability to execute and deliver to our new standards." ■

