

Securing Home Improvement Retailer's Nationwide Stores

Alarm programming and monitoring secures 1,932 store locations



The Customer

Wachter's client is a large **home improvement retailer** with nearly 2,000 stores across the nation.

Industry

Retail

Location

Nationwide

Duration

5 Months

Services

- Nationwide Rollouts
- Physical Security Solutions
- Alarm Panel Configuration
- Alarm System Monitoring
- Alarm Device Testing

The Challenge

Wachter's client needed to update their existing security alarm panels to reduce theft and improve security throughout their nationwide stores.

In five months, Wachter's technicians set out to program 95,000 alarm system devices so they can communicate with the retailer's new alarm company.

The Solution

Wachter's technicians arrived on site at store closing time to test the alarm devices. The alarms were set to bypass mode to prevent local police and fire departments from being called to the location during device testing.

The technician then tested the alarms by tripping them to then reprogram and configure the existing alarm panels. Each technician would call the new alarm company to confirm they were notified and could see the alarms working correctly.

In cases where an alarm device did not trip, Wachter reported the issue and a work order was established to repair the device. Alarms were then set to live mode after programming was completed by the Wachter technicians.

The Results

The project came in under budget and ahead of schedule. Because of our success with this large project, we have grown a closer relationship with this retailer in that Wachter was granted additional retail solutions integration projects beyond alarm systems reprogramming.

And the retailer realized savings on their existing alarm contracts.



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