



Global Specialty Retailer Implements Remote Video Guard Tours and Video Alarm Verification to Increase Security at their Distribution Centers

Company is a global prestige beauty products company with an extensive portfolio of prestige beauty brands sold in over 120 countries.

This International Specialty Retailer has been a Tyco Integrated Security customer for many years. Tyco Integrated Security helps secure the people and property for this company at both the individual store level and its corporate infrastructure including distribution centers with a combination of access control system, video surveillance, intrusion detection and fire alarm monitoring.

/ Challenge /

Physical guards have long been used to protect the distribution centers, including loaded trailers parked in the lots, for this leading specialty retailer. Some of this client's main concerns with this method of security included the cost of the guard service, the safety of the guards deployed on the lots after hours and putting the protection of this property solely in the hands of a third party firm.

When approached by Tyco Integrated Security to explore alternate or enhanced security for their distribution centers using their existing technology infrastructure, the client was intrigued.

/ Solution and Implementation /

Because the client already had existing video surveillance and intrusion detection systems at the distribution center that were compatible with the Tyco Integrated Security Special Operations Center, Remote Video Guard Tours and Video Alarm Verification solutions were proposed to supplement what the customer already had in place.

Today, Tyco Integrated Security's Special Operations Center which is part of its Customer Monitoring Center in Aurora, Co., performs Remote Guard Tours every hour during the week from approximately midnight to 6:00 a.m. On the weekends, the tours are scheduled for every hour starting at 6:00 p.m. on Fridays, concluding at 6:00 a.m. on Mondays. In addition to the hourly guard tours, the Special Operations Center responds to any intrusion alarms that may be triggered during this time with visual verification of the event. Should there be a breach of the alarm system or an instance observed during the remote guard tours, the Special Operations center will contact the on-site guard to ensure his or her safety and for contacting authorities if warranted.

/ Results /

While the client still maintains one guard during after hour shifts to monitor the surveillance system and process any after hour deliveries that may take place, using the Remote Video Guard Tours to supplement the lone guard has reduced this clients guard costs by approximately 80%.

In addition, the client states that these Video Guard Tours give him peace of mind knowing that the facility is being monitored by Tyco Integrated Security's Special Operations Center. Having been a customer for many years, this client has confidence and trust in the capabilities of Tyco Integrated Security to place the responsibility of helping to protect the company's property and people in its hands.

**For more information call 1.800.2.TYCO.IS
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