



URBN SECURES ITS SUPPLY CHAIN CENTERS WITH THE CLOUD

Integrating Brivo's Access Control to Remotely Secure Assets Across the Country



WHY BRIVO

URBN's switch to Brivo improved user experience, eased operations and reduced costs.

- Improved user experience: Improve security across locations while having a single view
- Ease operations: Digitize processes to be more efficient and secure
- Reduced costs: Remote capabilities allow companies to distribute employees to be more efficient

THE CHALLENGE

For over 50 years, Urban Outfitters, Inc. (URBN) has been connecting with customers through fashion-forward products and engaging store design. Now with over 562 stores and 23,000 employees in North America, URBN has established a vast footprint in the retail space. URBN has always embraced new ways of working to provide their customers with the best experience possible; incorporating new technologies in their business is essential to how they succeed. As a result, they decided to turn to the cloud to modernize and upgrade their physical security systems.

THE CHOICE

URBN turned to Brivo – the leaders in cloud-based access control, to secure their large-scale distribution centers. When John Owad, Director of Loss Prevention, Logistics, started at the company in 2015, the company had a different system installed with Brivo only installed in one of the buildings. Everon™ National Accounts Manager Bill Rose fostered the partnership with Brivo based on the solution URBN needed. As the demands of the URBN brand increased and the previous platform failed, John upgraded all of their existing sites to Brivo. Brivo Access proved to be more user-friendly, touting high quality hardware with one encompassing network.

THE CHANGE

The selection criteria for a new physical security system were rigid. It had to embrace a proven technology, perform flawlessly and offer a seamless process that offered both guest and visitor user-friendly adoption without compromising hardware reliability. With Brivo's holistic solution, John was able to streamline many aspects of their processes into their existing access control solution. Using Brivo's APIs integrations and guidance, URBN adopted access control functionality into their visitor process.

"All of our call centers and distribution centers use Brivo today. The remote management capabilities of the integration with Active Directory has been a huge win. We've been able to run a highly efficient operation by having the security team able to focus on their core responsibilities instead of managing a database."

- John Owad, Director of Loss Prevention, Logistics.

"From a vendor management perspective, we're able to have visitor screening questions built right into the check-in process. Some sites are federal trade zones that require signatures, making it easier to access and digitally sign all through the platform."

- John Owad, Director of Loss Prevention, Logistics.

ABOUT URBN

Urban Outfitters, Inc. (URBN) is a portfolio of global consumer brands comprised of Anthropologie Group, Free People, FP Movement, Terrain, Urban Outfitters, Nuuly, and Menus & Venues. URBN Leads with Creativity... and since 1970, URBN has inspired customers through a creative and entrepreneurial approach to products, services and experiences.

ABOUT BRIVO

Brivo is the global leader in mobile, cloud-based access control for vacation rental, commercial real estate, multifamily residential, and large distributed enterprises. Our comprehensive product ecosystem and open API provide businesses with powerful digital tools to increase security automation, elevate employee and tenant experience, and improve the safety of all people and assets in the built environment. Having created the category over twenty years ago, our building access platform is now the digital foundation for the largest collection of customer facilities in the world, trusted by more than 25 million users, protecting over 450 million square feet of secured space in over 60 countries.



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