Alarm.com Success Stories

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Bargain Hunt

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Bargain Hunt's business model of buying retail goods from other companies and reselling them at deep discounts has led to explosive growth in the past decade. What started as a single store in Nashville is now a chain with over 80 locations operating in nearly a dozen states. But with that growth has come nearly a thousand employees, dozens of vendors, third-party cleaning crews, and much more complex security needs.

PROBLEM

Three years ago, when Project Manager Jacob Long was tasked with updating Bargain Hunt's security systems, the company was using a patchwork of over 40 different security providers. Hardware, platforms and service varied widely from location to location. With this mishmash of different systems came confusion and inefficiency. Employees from one store couldn't work at another location without a lengthy user code updating process, and false alarms or systems being left unarmed were common occurrences due to employees not knowing how to operate complicated panels. In the majority of their retail locations, Long had to call the alarm company to send out a technician to manually enter a new code. This process sometimes took as long as 10 to 12 business days.

JACOB LONG.
**PROJECT MANAGER, BARGAIN HUNT**

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Not only were there issues with the management of user codes, the Loss Prevention Department also had to contend with different hardware and platforms when investigating theft. Bargain Hunt needed a better system, something more suited to the scale and complexity of its business. "This is not like a little boutique store. These stores are on average 25,000 to 30,000 square feet," says Long, and there were over 80 of them and counting.

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SOLUTION

Long decided that the best approach was to find one system to use for all retail locations, warehouses and offices. His research led him to Alarm.com for Business, the commercial security solution that integrates intrusion, video and access control into a single dashboard. Long also discovered that Alarm.com provided the platform, hardware and mobile app for the security system in his own home. What his store operators needed, he realized, was a solution with the intuitive control and simplicity that he enjoyed at home. "You go home, you arm your system, you just want it to work," says Long. Thanks to Alarm.com's user friendly platform, employees can expect the same experience from one store to the next, and Long can change user codes any day of the week using his phone for quick on-the-go system management. "Now with Alarm.com, if Store Leader A needs to go help out Store Leader B, not only can I get the code in, I can get it in in less than 24 hours," says Long.

VIDEO

Back Corridor

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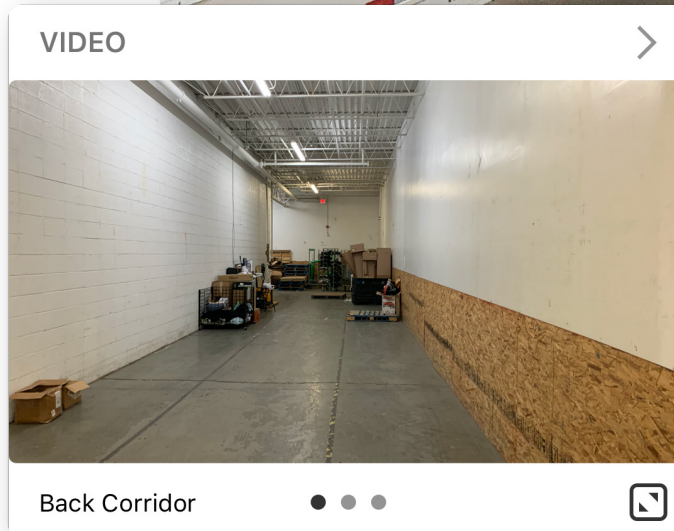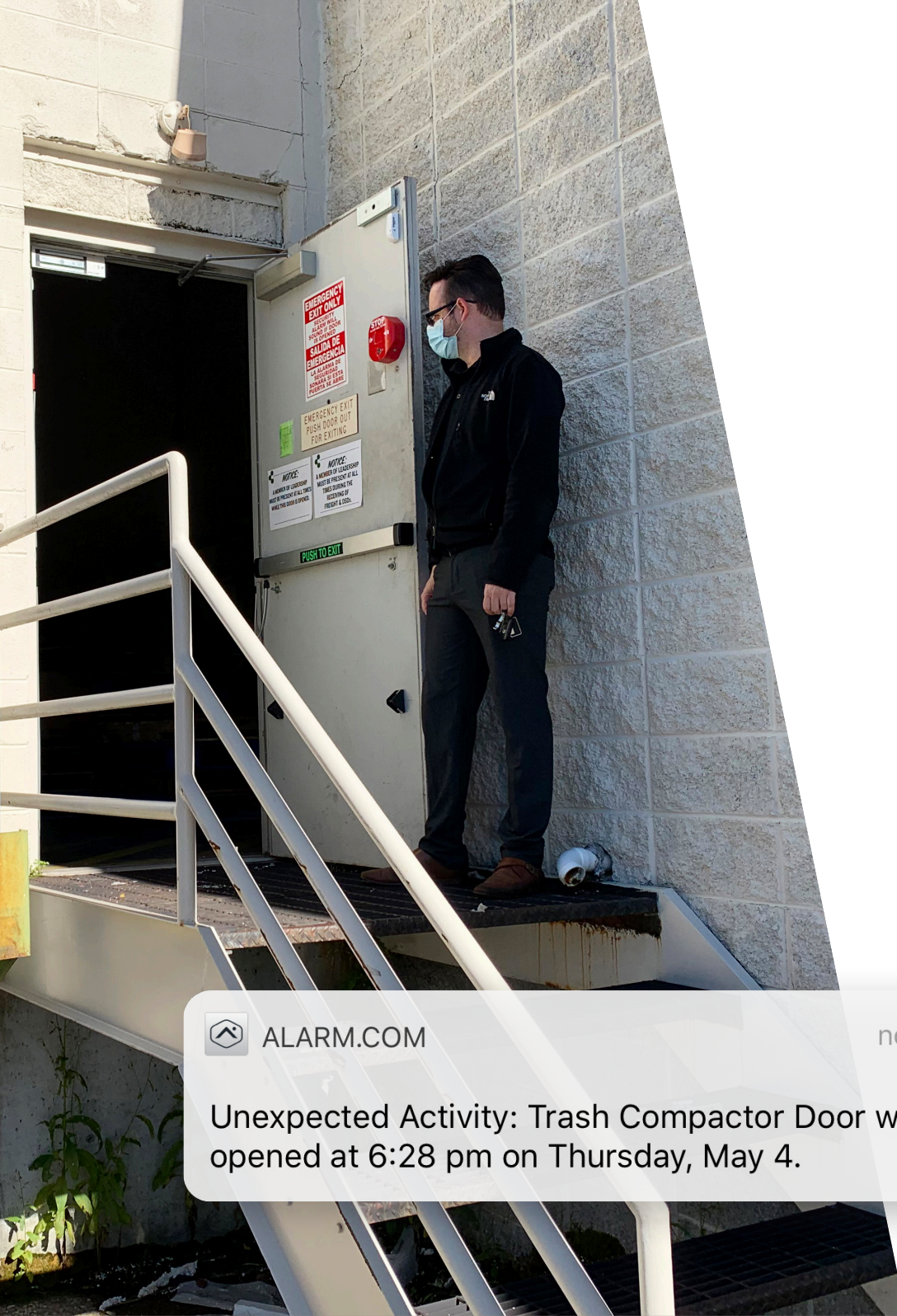
Not only did standardizing security systems increase efficiency and cut down on user error, it also helped Long and the Loss Prevention Department catch a particularly crafty team member who had stolen hundreds of dollars worth of inventory. They suspected that the employee was using an old trash compactor door to move merchandise out of the building, then coming back and picking it up after their shift. There was no camera covering this area, but there was a contact sensor on the door. That, combined with Alarm.com's integrated platform, was all Long needed to crack the case. "That's a door that should never be opened. So I went in and I pulled the records for that zone," says Long. "Every single time that that door opened, that individual was working."

RESULTS

Not only did Alarm.com's platform provide the features that Long was looking for, including the ability to change codes quickly and painlessly, it also proved to be intuitive and easy for employees to use. According to Long, he was pleasantly surprised to hear employees say "Oh yeah, this is just like the one I have at home."

Long says that while he initially thought that Alarm.com's products and platform were geared more towards residential and small business use, it was the ability to scale--combined with ease of use--that sold him on it. "At the end of the day, it's a scalable product, completely scalable," says Long. "You know that something just works, whether it's 89 stores now or 500 stores years from now."

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Unexpected Activity: Trash Compactor Door was opened at 6:28 pm on Thursday, May 4.

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