

Alarm.com Success Stories





Since his childhood days of delivering papers and mowing neighbors' lawns, Canton Car Wash co-founder Chris Rivera has always had a passion for business. So when he found himself in the Baltimore area in 2009, he was on the lookout for the right opportunity. "I wasn't really looking to get into the car wash business, but it just made sense," says Rivera. "As we analyzed the car wash industry and the need for it in our area, we realized it was something that we thought we could be successful at."

To find their niche, Rivera and his partners put an upscale twist on the traditional car wash, providing facilities that feature a full-service coffee bar where customers can sip a latte while getting a high-quality car wash. A little over a decade later, Canton Car Wash now has four locations around the greater Baltimore area and around 200 employees, with plans to open more locations in the near future. But while their business model has proved to be highly successful, they found that scaling up their security system as they grew was a little bit trickier.

CHRIS RIVERA,
CO-FOUNDER, CANTON CAR WASH












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PROBLEM

Canton Car Wash can't function properly without a fairly large number of employees...around fifty per location to be exact. As the company grew, controlling access for these employees—and for the managers who oversee them—became more and more cumbersome. They started out with traditional locks, but as they expanded and their needs became more complex, the limitations of this system grew apparent. New sets of keys would have to be made for new managers, but there was nothing to stop them from making their own copies, and no way to guarantee that the keys would come back if a manager was terminated. "Keys are archaic, they're not scalable," says Rivera, who oversees operations for the business. "It's a security risk."

Next, they tried using manual systems with key codes, but this too proved to create challenges. Codes can be forgotten, or shared inappropriately, and deleting old codes or updating new ones took days—sometimes requiring a full replacement of each system. When it came time to open their newest location, Rivera decided they needed to find something better. "As we added locations, that problem became even more compounded with people leaving through multiple doors," says Rivera. "We needed a solution that was scalable."

C	Chris R Enterprise	 After Hours D...	 Day Shift	 All Locations Master
T	Tasha L Enterprise	 Canton	 Abingdon	 Columbia
K	Kevin T Enterprise	 Maintenance T...	 Glen Burnie	 Pikesville

SOLUTION

When Rivera contacted a trusted Alarm.com authorized dealer in his area to find out what his options were, they told him the Alarm.com for Business platform was the right choice for a growing business that's trying to simplify their security and access control. While he was initially seeking support for the new location, he was so satisfied with the results that within weeks he made the call to install Alarm.com products in his other locations as well.

Now, rather than having to keep track of who has which key or code, Rivera can quickly assign a key fob to new hires that gives them the exact level of access they need. If someone forgets their code or loses a key fob, it now takes only seconds to remedy the situation. Owners have access to each property and all offices, while managers have access to their specific locations. "The nice part about it is if they do need to access the owner's office, which can happen, I can easily do it from the app," says Rivera. Back-of-house staff only retain access to their offices and conference rooms. Additionally, the key fobs Rivera's staff use are plastic, which keeps them from scratching the exteriors of customer's cars when employees are moving around the vehicles.

Using key fobs that can be activated or deactivated from Alarm.com's user-friendly mobile app or Enterprise Dashboard keeps Rivera in control and lets him spend more of his time focusing on running his business. "If you have to re-key a building or you have to constantly swap out door codes because you lost a code, that becomes expensive," says Rivera. "If I have to go up to a location because I'm the only person with the master code or maybe someone lost a key, that's also expensive. Alarm.com technology has allowed me to reduce the administrative overhead involved with onboarding and decommissioning staff."

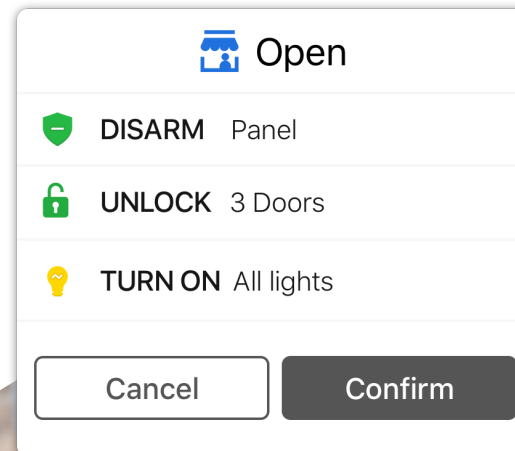
Access control may have been what initially sold Rivera and his partners on Alarm.com, but once they adopted the new system, they found it could streamline operations in ways they hadn't even imagined. Regularly scheduled reports from the Enterprise Dashboard give Rivera insight into what's going on in all four

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locations, such as whether managers are opening on time or arming the system when they leave. He can even verify that managers are working the hours they say they are. "I've had a few situations where maybe someone is fudging their clock-in times, but the app actually gives you a true sense of when they're on site," says Rivera.

It's not just the owners of Canton Car Wash who are benefitting; managers have also been able to take advantage of Alarm.com's technology to make their lives easier. Before the integration of the intrusion and access control systems, staff had to arrive on location at 4:30am to disarm the system for employees.



Now they can do it remotely from their phones in real time. "Vice versa if it's at night. They don't have to come in at midnight when someone's done," says Rivera. "They can just lock up and arm the alarm. That's been a huge advantage."

RESULTS

Rivera is convinced that he made the right choice when it comes to his business security. Not only has Alarm.com's platform made access control a breeze and given him increased operational awareness, it's proved to be a cost-effective way to secure his business. "Well, you're going to pay for it one way or the other, right? Especially with security, you're dealing with theft, you are dealing with loss of time," says Rivera. "When you measure those things, I think we're actually saving money."

Canton Car Wash is a successful business that's going to continue to grow for years to come. With Alarm.com for Business and its Enterprise Dashboard, Rivera and his partners have found a security solution that will continue to grow with them and help them to focus on what matters most. "As we grow and we expand, my time is better spent on operations," says Rivera. "Alarm.com technology allows me to focus on what's important, which is my business."

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