

Improving Security for 16 Goodwill Retail Stores in Tacoma, WA

Alarm.com Case Study



Tacoma Goodwill's mission is to change lives by helping people with disabilities and disadvantages go to work. The agency provided job-training and placement services to nearly 4,000 people in 2007 and placed more than 1,000 people in jobs. Its 20 retail stores, online sales and contract services such as warehousing and packaging & assembly play a critical role in funding program efforts by providing more than \$40 million in revenues in 2007. It's part of Goodwill Industries International, a network of more than 200 independent, community-based agencies around the globe.

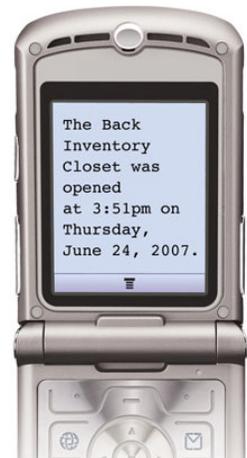
Tacoma Goodwill, the 17th largest Goodwill in the U.S., wanted a way to better manage the security at its stores and warehouse facilities throughout Western and Southcentral Washington. A key goal was to reduce the false alarm and response costs. Tacoma Goodwill's Loss Prevention Manager Robert Metscher began shopping for a security and monitoring solution that would offer not just traditional brick-and-mortar building security but would also allow his Loss Prevention team to check in on day-to-day activity at any of the agency's stores throughout the region – without the need for costly site visits.

Robblee's Total Security, a licensed Alarm.com Dealer in the area, helped Metscher implement the perfect Alarm.com-enabled solution for Tacoma Goodwill stores, with the following select key features:

Phone line independence – Because Alarm.com's two-way wireless technology does not rely on an easily disabled phone connection, it provides dependable communications when other systems may be disabled.

Remote user code management – When new employees are added to the staff or existing ones leave, user codes can easily be added or deleted via the Alarm.com web interface, without the need for complicated programming at the system keypad. By assigning users specific codes, the system can track to see when a particular person arms or disarms the system.

Searchable activity history – The Loss Prevention staff can search an online history of past system and sensor activity by date, sensor type, and event type. This can provide valuable store trend data (e.g., how many times the front door opened/closed during peak store hours).



The use of Alarm.com technology has given the Tacoma Goodwill stores more control and flexibility, while *also* making it convenient for the Loss Prevention staff to stay “connected” to the store locations around the clock.

Tacoma Goodwill is currently using Alarm.com systems in 16 of its 20 store locations, and has plans to add Alarm.com to the other stores later this year.

Security Profile for one of Tacoma Goodwill's Largest Facilities:

- 135000 sq foot facility
- 48 monitored zones/sensors
- Combination of hardwired and wireless sensors
- Multiple security system partitions to enable different levels of access to different areas of the property
- Alarm.com monitoring of alarms and system events (armings/disarmings, power failures, etc.)
- Alarm.com “normal activity” monitoring of everyday sensor activity, with custom alert settings for monitoring access to key areas such as bins, closets, and cabinets during certain times (even when system is disarmed)