Securing a Home Improvement Retailer's Nationwide Stores

THE ISSUE

Wachter's client is a large home improvement retailer with nearly 2,000 stores across the United States. The client needed to update their existing security alarm panels to reduce theft and improve security throughout their stores nationwide. Wachter's technicians were challenged to program 95,000 alarm system devices to communicate with the retailer's new fire and burglary alarm provider.

THE SOLUTION

Wachter's technicians arrived on site at each store's closing time to test the alarm devices. The alarms were set to bypass mode to prevent calling local police and fire departments to the location during device testing. Technicians tested the alarms by tripping, then reprogramming, the existing alarm panels. After configuration, techs would confirm the new alarm company received a notification and could see the alarms working correctly. Alarms were then set to live mode after programming was completed by the Wachter technicians. Though the upgrades took 12 hours to complete at each location, the entire project was finished within five months.

THE RESULTS

After completing the project under budget and ahead of schedule, this customer selected Wachter to complete additional technology integration projects beyond alarm system reprogramming. The retailer also realized savings on their existing alarm contracts.

KEY CUSTOMER TAKEAWAYS

Strengthened Client Relationship

The successful completion of this project led to an expanded partnership, with Wachter securing additional retail solutions integration projects beyond alarm system reprogramming.

Successful Project Execution

Wachter completed the reprogramming of 95,000 alarm system devices across 2,000 stores in just five months, ahead of schedule and under budget.

Collaborative Effort Between Wachter and the Alarm Company

Wachter's technicians worked closely with the new alarm company, confirming each device's function and resolving issues quickly by creating work orders for repairs.