Saving Money with Better KeyControl

Executive Summary

In loss prevention it can be difficult to know whether implementing any solution will be effective and help to achieve the desired outcomes, especially if the goal is to reduce costs. That is why so many leaders in multi-site retail rely on what their professional network says about trusted vendor partners. Even then, leaders have to consider whether the cost of the solution is worth the *potential* benefit. What is the cost of maintaining the status quo vs. the cost of implementing the proposed solution? What benefits will be gained from either option?

In this case study, we will explore the before and after of one unique multi-site retailer (a mix of retail and restaurant locations) who decided against the status quo and implemented a money-saving KeyControl solution. Spoiler alert: they achieved the desired savings, even during a global pandemic.

Challenges

This client came to consider partnering with InstaKey after discovering their solutions at a trade show. After meeting with several potential lock and key manufacturers and researching them online, they identified InstaKey as the best fit to reduce costs

> "We had an idea of how much we were spending to manage our key control, but we didn't realize how excessive and unnecessary it was until we got an ROI analysis from InstaKey. We were just paying bills and doing business. Nobody ever thought to challenge it. When I saw all the invoices put together, I was shocked. From there it was a no-brainer to partner with InstaKey!
>
> *Supervisor Loss Prevention*
> *Anonymous Client*

related to locksmith call outs and managing cores and keys in their locations. The annual spend on rekeying, per location, was around $1,000 and this client was hopeful to reduce these costs significantly. Each location was being rekeyed about twice each year by local locksmiths. Most of the time these rekey costs were unexpected. The client was looking for a way to reduce the occurrence of rekeys as well.

How InstaKey Helped

This client decided to roll out a managed InstaKey KeyControl program featuring user-rekeyable locks and restricted keys to nearly 180 locations across the United States through a strategically coordinated rollout by district, carefully coordinated by InstaKey.

Shortly after the commencement of the rollout plan, a global pandemic began to force businesses across the nation to shut down. InstaKey was committed to helping this client navigate through the uncertainty brought on by the pandemic by proactively revising the rollout plan to coincide with district re-openings. The delivery of necessary materials was re-coordinated with the new rollout plan as well – all in alignment with the client's budget.

By the end of 2020, the rollout was completed. Each location's conversion averaged around $300, including the costs of the first rekeying kit to be kept on-site and ready for use. Each location was equipped with user-rekeyable locks and restricted keys. Going forward, the rekeyability of the lock system allows authorized personnel to rekey locks with the turn of a Step Change Key. This client has traded in $500 (on average) locksmith callout fees for Rekeying Kits that average $40 per rekey.

The restricted keys included in the program allow the client to transfer keys from key holder to key holder, without the need to spend on rekeying the affected locks when keyholders transition out of the organization. These keys cannot be copied and there will be no possibility of an unknown duplicate key existing. This is where the need to rekey is reduced. This organization now averages 73 key transitions per month, and they are only rekeying an average of 3 times per month. That is across all of their locations. Each key transition is a Rekeying Kit that is not used, equating to a savings of about $40 each time.

Results and Future Plans

A year after the rollout began, this client is achieving the cost control goals that were targeted when they partnered with InstaKey, saving around

80% on each rekey after location conversion. With InstaKey's restricted keys and user-rekeyable locks, keys are being transitioned to new key holders as employees transition out of the organization and with that, they have reduced the number of rekeys needed per location. All keys are issued with digital key receipts signed through the Digital Key Holder Update tool included with InstaKey's SecurityRecords.com® key tracking software.

> Our Systems Developer at InstaKey was phenomenal. We couldn't have done it without him! He was always a step ahead of me in the rollout project, considering all the moving parts (closings and re-openings by district during the pandemic). He made it so much less stressful.
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> After the rollout, our Account Manager has been just as helpful! There are so many ways that InstaKey simplifies KeyControl for us – from packaging that tells us exactly what belongs where, to being able to call them up with a key serial number to get another key ordered. The way that things are systemically organized is so important to quick and efficient service. I have never experienced that with another lock and key vendor before.
>
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In the first year, over 60% of locations are still on the first Step. In other words, most this client's locations have not been rekeyed. For every rekey needed due to unrecoverable restricted keys, 20 keys are being re-assigned to new key holders, saving the organization from unnecessary rekey spending.

InstaKey looks forward to our continued partnership with this client and will continue to be a partner that offers up consultative advice on how to continue to keep costs down and keyed security on high.