Large Communications Retailer – Case Study

False Alarm Reduction Service

Realize Meaningful Savings

Protecting a retail environment with an alarm system is always a prudent loss reduction strategy, but false alarms can be costly to deal with in terms of personnel hours and fines from local police departments.

Multiply those false alarms by 1,300 locations, and you have the situation that this large communications retailer was facing. Not only were false alarms creating a business disruption, but fees for police dispatches were having a negative business impact.

In the retail industry, over 98% of alarm signals are not actual security events, but rather "noise" with a variety of root causes. Any number of factors can lead to a high level of false alarms, including employee turnover and training issues, call list changes, aging hardware, policy changes, and even environmental conditions such as weather.

Intelligent Algorithms Deliver Actionable Insights

The False Alarm Reduction Service from Johnson Controls was developed for customers like this retailer who were experiencing costly false alarms. The cloud-based application uses machine-learning techniques to analyze and identify alarm patterns and provides insights and recommendations to eliminate signal activity. Recommendations and the corresponding resolutions fall into 3 primary categories.

Recommendations and Resolutions:

REMOTE SERVICE CHANGE	ON-SITE SERVICE CHANGE	POLICY CHANGE
Root cause of false alarms is identified & resolution is made remotely by security operations.	Root cause of false alarms is identified and resolution is made by on-site service call.	Root cause of false alarms is identified to be an internal policy issue & resolution is made by customer.
EXAMPLE: Door delay is too short.	**EXAMPLE:** Motion sensor needs adjusting.	**EXAMPLE:** The after hours call list needs to be updated or associates need education

Johnson Controls

Cost Reduction is Substantial

Johnson Controls has found a way to have a meaningful impact on a chronic industry problem. The False Alarm Reduction Service Executive Summary screen monitors ongoing changes to security across all of the facilities— and it's accessible to anyone they designate, on any device, anywhere in the world. This large communications retailer can drill down to site level root causes or manage and track corrective actions and overall trends. In addition, advanced data analytics leverages historical data to predict future issues without interrupting the current security operations. The security team can set date ranges and look at alarm trends week to week, by city or state, by alarm type, seeing all alarms or just the ones of interest.
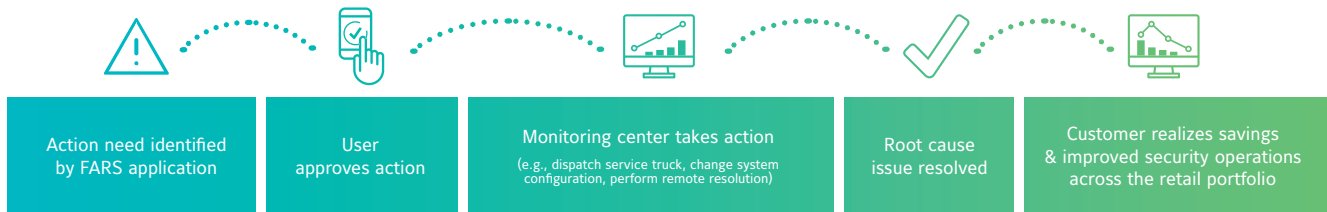
SAVINGS EXPECTED:

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This large communications retailer is expected to save $160,000 in the first year. Using the False Alarm Reduction Service will drive savings from reduced business interruptions and fines from repetitive & unnecessary police dispatches.

The following is a sample of the simple resolution flow using the False Alarm Reduction Service.

| Action need identified by FARS application | User approves action | Monitoring center takes action (e.g., dispatch service truck, change system configuration, perform remote resolution) | Root cause issue resolved | Customer realizes savings & improved security operations across the retail portfolio |

When root causes are resolved, the customer will see the number of false alarms—and their associated cost—reduce dramatically.

"We started with an industry problem and leveraged our domain expertise in the security world, coupled with our strength in data science and analytics, to develop a solution that solves the problem for this large retailer. Our technology provides actionable insights that save the customer time and money so they can focus on what matters most - their customers."

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Learn more about False Alarm Reduction Service at
www.johnsoncontrols.com/digital

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