



## Access Solutions

# Fast Food Chain and Alarm Dealer both benefit

As with most fast food restaurants, the owner of a six-store Popeyes Chicken chain in Alabama had to deal with high employee turnover. Every time an employee joined or left the company, the chain owner would call Randy Sutton, operations manager for the Prattville Branch of ADS Security, to add or remove the employee's access codes. When an employee was discharged one evening, and they had to scramble to remove his access that night, the owner told Randy to find a better way to handle employee access.

"He basically wanted more control over all of his locations," explains Randy. "His office is at his house, and he runs his business from there. He already had cameras at locations he accesses through the Internet. He wanted to be able to do the same kind of thing with his [employee] access codes."

## Searching for a Solution

To come up with a solution, Randy did some brainstorming. "Three of us got together; Steve Hicks, the ADS Area VP for central Alabama, Robert Griffith, the technician who would later install the system, and me. Steve had used DMP products in other commercial installations and had attended their informational classes. As we started looking at the situation, he suggested that the network solution from DMP would fit this problem like a glove."

They contacted DMP and arranged for Harry Cooper, Regional Training Manager, to come in and teach them about the capabilities of a network system to manage security. Randy invited the owner of the Popeye's chain to sit in on the class with them. "He looked at everything DMP had to offer in networked security and decided that was his solution," Randy says. "That's how he wanted to do it."

They used the Prattville store as their test site because it was the closest one to both

the owner's home and to the ADS offices. Over a four-week period, they ordered the equipment, installed and programmed it. "I won't say the installation was trouble free," recalls Randy, "but I can say that it went easier than I was prepared for. There were some little things we had to work out, getting all the right equipment in place, and then it was up and running."

**"The store owner now has instant access to security at all six of his stores. System Link has been a tremendous tool for our customers and for us."**

**Randy Sutton  
ADS Operations  
Manager**

"The support we got from DMP and Harry Cooper can't be beat," says Randy. "We didn't have that much trouble, but he was always there and ready to help us through any problems. Neil Baer, a technician at the ADS Security central station, was also a big help in making sure the signals were received and processed properly on that end."

Providing the new capability required a panel change, upgrading the locations to the DMP XR100 network panel. The end-user software was DMP System Link.

# Owner Enjoys Remote System Control

## Nothing But Benefits

"With his network-connected security system, the owner has control over all his access codes," Randy says. "Now, when he gets a call in the middle of the night, he can add or delete an employee within seconds from his home office. He doesn't have the ability to do control panel programming, but it does let him add and delete access codes. It also lets him pull up event history, so he can look at the history of any individual."

Randy explains that the owner was fairly computer savvy, so he had no problem coming up to speed on the system. "But you don't really have to be that computer savvy to learn it. It's a great tool that's simple to use."

After the Prattville store was up and running and he saw what he could do, the chain owner gave Randy the green light to do the other five locations. Within two weeks, he had all of them online.

System Link has made life better for both Popeye's and ADS. "In the past, he would call us to change access codes at least once or twice a week," recalls Randy. "And we were also setting up openings and closings once a week. There was all this back and forth between us because sometimes he wouldn't get exactly what he needed. Now, from our point of view, he has been maintenance-free for nearly three months since we finished the installation."

Randy didn't lose any revenue because he wasn't charging Popeye's for the code changes in the past. "We don't try to make money on the service of changing codes or other programming for an important customer who has several locations that we protect. But with the new system, we eliminated a lot of lost time because our technicians aren't making those changes. And the owner is also saving time because he doesn't have to make the effort to call us or e-mail us, and go back and forth making sure that everything is right."



## Building on Success

His success with the Popeye's installation has earned Randy some attention. "Prattville is the smallest of 13 ADS branches in our region. But the president of our company came down to see what we've done because no one at our company had ever done it before. Some other branches offer network monitoring of customer panels, but they aren't giving their customers the ability to manage their employee access codes."

Based on the success he's had at Popeye's, Randy is preparing to make a pitch to some other accounts. "I have two other multi-store location clients where I will be demonstrating the system," says Randy. "And I'll definitely be using Popeye's as a successful example of networked remote access control."

**System Link™ is the end-user alarm panel management software from DMP and offers many features in addition to what was presented in this case study.**

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