

InstaKey Product Solves Key-Control Headaches for Loehmann's

Rekeyable Technology Provides Cost-Effective Alternative to Expensive Locksmith Solutions



When Peter Levy, vice president of loss prevention for Loehmann's, a national department store, was evaluating the company's key-control policies and practices twelve months ago, he was frustrated.

"The money we were spending on locksmiths and rekeying was out of control," says Levy. "With fifty different stores doing fifty different things, we had no handle on the problem."



Then, Loehmann's discovered a solution to the problem at a National Retail Federation conference when they were introduced to representatives of Denver-based InstaKey. The InstaKey hardware provides the user with the capability to instantly rekey and re-pin locks without hardware changes or services of a locksmith. When their restricted key is unaccounted for, a manager can secure a store with the turn of a step-change key—all other keys are then rendered useless. Once new keys are issued by a manager, they are tracked by serial numbers via InstaKey's secure on-line software.

This was exactly the type of product that Loehmann's was looking for.

"We did a cost analysis to install the InstaKey product at one store," explains Curt Steele, regional director of LP for Loehmann's. "And it was minimal compared to what we had been doing." InstaKey's initial installation costs would be quickly offset by the savings on locksmiths.

They were so impressed, that they were willing to install the system in all of their new stores.

Within a month of installing the InstaKey system in a new store in San Marcos, California, the product was put to the test.

One evening, a department manager's keys were stolen along with her name badge that was attached to the key chain. After determining that the security of the store had been compromised, the store manager used a step-change key to rekey the entire store and new keys were reissued to the store's employees. What could have been an expensive after-hours call to a locksmith was instead an easy, affordable quick fix.

Not only is Steele pleased with the ease of the rekeying process, he is also surprised by how easy it is to monitor who has each individual key.

Because each restricted key has a serial number, a Loehmann's employee or InstaKey representative can check the status of each individual store from any computer with an Internet connection. This allows Loehmann's to run monthly audits and ensure that all keys are accounted for.

Currently, Loehmann's has installed the system at approximately fifteen stores with more coming online every quarter. Not only are they using it in new stores, but Loehmann's is installing it in older stores when a need arises.

As more and more stores come online, Levy is feeling more confident about Loehmann's key-control program.

"Our previous system was not as professional as I would have liked. Now, it's becoming a pleasure to do our key control."

The InstaKey hardware and online tracking software has given Loehmann's a streamlined, uniformed system.

"There is really no downside to the approach," says Levy. "It's cheaper and more efficient."

For more information about InstaKey, call 800-316-5397 x125 or email cdoyle@instakey.com. ■