

Less loitering. Less fraud. More profit.

As franchisees with fast food powerhouse McDonald's, John Snowberger and John Usher are used to doing brisk business. So when some of their restaurants ran into problems with loitering and employee fraud, they knew that something needed to be done to protect their investments. Both chose Westec intelligent surveillance – and the results speak for themselves.

Problem: LOITERING. Solution: WESTEC.

One of franchisee John Snowberger's seven McDonald's stores had an ongoing problem with loiterers in the parking lot. "I tried to hire security guards," says Snowberger, "but the firms refused to take the job because they were afraid of dangerous confrontations." After studying various ways of addressing the problem, Snowberger contacted Westec and had them install a customized two-way audio/video system.

Needless to say, Westec's intelligent surveillance left him impressed. "If there was a problem, one of their intervention specialists could handle it remotely, without putting my employees in harm's way," Snowberger says. "And the fact that I could get all this for a set monthly fee with no equipment investment was a huge bonus."

In fact, the system quickly proved its worth when an employee noticed a large gathering of loiterers outside the restaurant. The employee simply pressed a button to alert Westec and, within seconds, an intervention specialist informed the loiterers that they were being monitored and should leave immediately. When they failed to comply, the specialist alerted authorities, who then handled the situation without incident. Meanwhile, Snowberger's employees remained inside assisting customers, which meant his store was not only safer—but also more profitable.

Problem: FRAUD. Solution: WESTEC.

As a second-generation McDonald's franchisee, John Usher knew what to expect from his stores. So when several of them began exhibiting abnormal security problems and potentially frivolous worker's compensation claims, he knew the time was right for a more intelligent surveillance system.

"I did the research, and it was clear that Westec was the way to go," says Usher. He tested a comprehensive interactive surveillance system to see just how well Westec could protect his workers and his business.

The results were dramatic: "There was not a single new worker's comp claim during my lengthy test of the system," Usher says. He adds, "My costs related to worker's comp were slashed by 100%, my turnover costs decreased 59%, and my employees felt safer knowing they could call on Westec in case of trouble."

Now a committed Westec customer, Usher is seeing an average monthly savings of nearly \$4,600, with individual stores improving by \$4,740 per month. In addition, he is able to keep a closer watch on his restaurant and employees 24/7, helping to ensure compliance, improve performance and aid in training.

