

# 06

Restaurant Loss  
Prevention  
Solutions to  
Evaluate for  
2022 Budget

## Restaurant chains are now pushing the boundaries of service innovation.

With delivery-focused micro-outlets to completely redesigned curbside pickup options that cater to drive-through customers as well as those that come in just for pick-up, restaurant chains are going through a massive IT, process and business security overhaul.

While the economy has already reopened, the lingering threat of COVID-19 has forced restaurants to pay special attention to safety and security risks for employees and customers. Monitoring food safety and compliance policy is critical to ensure safety of employees as well as customers. Vaccination and mask mandates have now become major reasons that can upset customers who may engage in violent behavior or use abusive language. Increasing ecommerce/online fraud and heightened activity by organized criminal gangs are major issues confronting loss prevention teams.

To compound the challenges, loss prevention teams are bracing themselves for delayed technology upgrade projects as the worldwide supply chain problems have created a massive backlog of shipments.

As security and loss prevention leaders in restaurant chains start planning for their 2022 security budgets, they are working to optimize costs, leverage existing investments smartly, and use innovative security solutions that maximize ROI.



Utilize  
Video-Integrated  
POS Exception  
Reporting

The easiest way for restaurants to get a return on their security investment is to implement a point of sale exception reporting solution.

With [POS exception reporting](#) integrated with security cameras, restaurant chains can check-in on all of their sites anywhere anytime from any device to review videos and associated transactions right down to the receipt level.

The solution opens the door for understanding critical insights such as identifying drive-thru bottlenecks by combining POS transactions and video, search and view chargeback claims from multiple 3rd-party delivery services such as Uber Eats, DoorDash, and Grubhub, and identify training opportunities and pinpoint instances of compliance or cleanliness issues.

At Interface, we have customers that are saving thousands of dollars per location per year by taking every point of sale, overlaying the exception reporting and integrating it with their video systems.



A photograph of a Panda Express restaurant at dusk. The building has a modern design with grey panels and dark wood accents. The "PANDA EXPRESS" sign is illuminated in white on the upper corner. A circular logo with a panda face and the text "PANDA EXPRESS CHINESE KITCHEN" is also illuminated. Red umbrellas are visible over the outdoor seating area in the foreground.

PANDA EXPRESS

## Point of Sale Exception Reporting at Panda Express

Interface implemented a POS exception reporting system at Panda that identified suspicious transactions across 2000 Panda locations. The solution included video integration to view recordings of flagged transactions.

[Read case study](#)

# 2

Upgrade to  
Video Verified  
Alarms

Plan to upgrade alarm systems to a video verified alarm. Restaurant chains that already have an intrusion alarm system and CCTV cameras should consider integrating the two systems to maximize effectiveness and minimize false alarm costs. 99.5% of [commercial burglar alarm](#) signals turn out to be false with police often taking longer than 40 minutes to respond.

Conversely, [video verified alarms](#) provide live eyes on site giving law enforcement a play-by-play account of what's happening when an alarm goes off during a break-in or robbery. The police arrive within minutes because they know they've got an opportunity to catch a criminal in the act and they can respond with a lot more intent to apprehend the perpetrator.

That's not all. Integrating video with intrusion detection devices such as motion detectors, glassbreak detectors or even devices used to monitor environmental parameters (at locations where produce is stored) such as water, carbon monoxide, temperature or fire, will significantly improve the speed and precision with which security teams can react to real threats as they happen. Integrating video with alarms reduces the instances of false alarms and the expenses associated with them. Having a reliable solution to avoid false alarm penalties will more than pay for the service.

Key associates won't be frequently called up to visit a location after shift hours to verify an alarm or the operations team won't be busy handling the paperwork associated with paying false alarm fines.



A photograph of an El Pollo Loco restaurant building. The building has a bright yellow upper section and a red lower section. The "El Pollo Loco" logo is mounted on the yellow section. In the foreground, there is an outdoor seating area with wooden tables, black metal railings, and large yellow umbrellas. A wooden planter box with green plants is also visible.

# El Pollo Loco

## El Pollo Loco Slashes False Alarm Cost by 95%

To protect their inventory, assets, and people, El Pollo Loco relies on Interface's managed video verified alarms and intrusion alarm monitoring to reliably detect intrusions and minimize false alarms. With Interface, El Pollo Loco saves several thousand dollars in annual false alarm penalties across 198 locations.

[Read case study](#)





## Deploy Virtual Security Guards

Most restaurant chains have vulnerable locations in challenging neighborhoods plagued by organized crime or have serious internal shrink issues. While it might make sense to deploy security guards at vulnerable locations, it might not always be the best approach. Just the cost of employing an armed security guard can be in the range of \$60,000 to \$75,000 a year.

Tragically, guards are often the first to be targeted by a determined criminal. A better, more cost-effective approach would be to deploy a Virtual Security Guard solution with a team of remote security professionals monitoring locations 24X7X365 via live video and two-way audio with the ability to hear and speak directly to associates and/or customers.

The [Virtual Security Guard](#) can conduct virtual tours of vulnerable locations to check for suspicious activities, remove unwanted people from the property, deter loitering, dumpster diving, and track employees in vulnerable situations, e.g., during bank deposit runs or exiting the outlet at night during closing.

Remote security teams can initiate voice down announcements to check in with employees or warn customers who might be behaving suspiciously.

All of this can be done discreetly without negatively affecting the customer experience at the location.

# 04

Protect Your  
Mobile And  
Lone Workers



Restaurant workers, especially those working for 24X7 fast food chains, face serious safety risks because they deal with customers when working alone or when handling drive-thru and curbside pickup orders, late at night or during early mornings.

Threats to lone workers in restaurant chains can range from gun violence, to volatile customers and accidental burn injuries. Securing mobile or lone workers can yield a significant boost to safety, improve morale and productivity. Lone worker safety solutions can range from simple, stand-alone panic buttons to connected smart devices with advanced emergency management capabilities.

For example, Interface's smart [Personal Protection Monitoring solution](#) combines a smart safety device, discreetly worn by employees, with a panic button that creates an instant audio bridge with security professionals operating from their Command and Control Center.

Mobile or lone worker safety solutions can be deployed in just a few days, is cost-effective, and don't involve large capital investments.



Invest In  
Video Analytics  
Capabilities

Video analytics offers restaurants to maximize the investments made in the existing security cameras. Video analytics solutions can detect line crossing, monitor dwell times, count people in queues, spot when objects appear/disappear, monitor occupancy levels and record drive-thru and dine-in metrics. Loss prevention teams can leverage video analytics to reduce workloads and improve productivity .

It is now possible to easily sift through video recordings to locate, for example, a perpetrator wearing a red shirt or a lost iPhone in a restaurant. In addition, there are immense benefits to understanding customer or employee movement or behavior inside and outside the restaurant that goes beyond security.

Video analytics can uncover insights such as table turnaround times, food wastage, safety and compliance issues, employee training gaps, staffing, restaurant design issues, drive-thru bottlenecks, to name a few.

Security and loss prevention departments can make a strong case for apportioning the investments needed for implementing a video analytics solution across multiple departments.



A photograph of the exterior of a Salata Salad Kitchen restaurant. The building has a white brick facade and a large glass entrance. The "salata" logo is mounted on the wall above the entrance, with "salad kitchen" written in smaller letters below it. The "v" in "salata" is green. A dark awning is over the glass doors. A red metal railing is in the foreground. The sky is blue with white clouds.

salata  
salad kitchen

## Salata Optimizes Operations with Video Analytics

To uncover business insights, identify training opportunities, and enhance loss prevention, Interface implemented a cloud-based video analytics solution that streamed valuable business insights from security cameras.



# 09

Upgrade Your  
Network  
Infrastructure

Any security solution is only as good as the network upon which it resides. When restaurant locations have limited bandwidth, security solutions end up competing with other mission-critical applications such as credit card transactions or inventory management applications. So no matter how sophisticated the security solution is - IP cameras, video analytics or advanced remote monitoring, it will be difficult to justify the investment if the restaurant chain cannot derive the value from the solution due to network limitations.

One way to mitigate this challenge is to rightsize existing network bandwidth or roll out parallel 4G/LTE wireless connectivity\ so that performance of mission-critical applications are not impacted.

Conducting a network audit can become the basis for a network upgrade. Some of the questions that can uncover opportunities for network upgrade include - .

- Can the routers support QoS (Quality of service) functions?
- Which locations have bandwidth limitations that limit what applications can be supported without performance degradation?
- Does the network management system have the capability to route network traffic through the best available network connectivity?

A comprehensive network audit will uncover opportunities for improving the overall performance of all the enterprise applications including security solutions.





## Long John Silver's Deploys Network of the Future

Long John Silver's chose to work with Interface to implement a fully managed, restaurant-technology-in-a-box solution that includes prefabricated network equipment ready for SD-WAN expansion, wireless WAN backup and VoIP connectivity.

[Read case study](#)

Protecting customers, staff and company assets is crucial to business success. The best bet for security and loss prevention teams is to focus on implementing targeted solutions that maximize ROI, improve customer satisfaction, and employee experience.

Talk to Interface solution experts to understand how consumer-facing, multi-location enterprises can innovate faster and grow rapidly with our suite of managed services.

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