

# Nicker Management Enhances Safety and Cuts Costs with Interface Virtual Guard

## About Nicker Management

Nicker Management, owned by sisters Nicole Harper Rawlins (CEO) and Kerri Harper-Howie (Co-owner), operates 24 fast-food restaurants in the Las Angeles area. Building on their mother's legacy since the 1980s, they wanted a modern, cost-effective security solution to protect employees and customers from unique security challenges at their restaurants.



Nicole Harper Rawlins, Owner Operator of a leading fast-food restaurant brand, talks about how Interface's Virtual Guard is helping to secure one of her restaurants in Southern California. Nicole explains how Virtual Guard delivers a cost-effective solution when compared to armed guards while delivering enhanced safety 24X7.



[View Testimonial on YouTube](#)

## Security Concerns





Operating in South LA, Compton, Lynwood and Carson, Nicker Management restaurants encountered issues such as loitering and criminal activity that jeopardized the well-being of staff and guests.

“We’re faced with lots of challenges with crime, unhoused people, and people unfortunately suffering from mental and/or drug issues,” said Harper Rawlins. “It just creates a lot of risk at our restaurants. Over the years, we experimented with a range of alarm solutions, and hiring on-site guards quickly became costly and unsustainable,” said Harper Rawlins.

## Virtual Guard - A Cost-Effective Alternative

After exploring diverse security options like traditional alarm systems, Nicker Management partnered with Interface to implement the virtual guard solution to enhance safety at one of their restaurants.

With Interface’s Virtual Guard, Nicker Management benefits from:

-  **24/7 Monitoring & Rapid Response** – Advanced round-the-clock monitoring by trained intervention specialists dedicated to deterring loitering, panhandling, and aggressive behavior in real-time.
-  **Automated Voice-Downs** – Proactive announcements throughout the day serve as a deterrent to potential wrongdoers, signaling that the restaurant is actively monitored, and reinforcing security presence.
-  **Virtual Tours** – Real-time assessments leveraging remote video monitoring to identify potential threats, suspicious activities, and compliance issues. These virtual guard tours can be scheduled or unscheduled depending on the needs of the location.
-  **Employee Security Escorts** – Live monitoring to assist employees to and from their vehicles during vulnerable times, such as opening and closing of the restaurant, and shift changes; providing an added layer of protection and enhancing employee safety.

“ Knowing there’s a professionally trained security team on standby gives us confidence that we can maintain a secure working environment at all hours.”




**Nicole Harper Rawlins**  
CEO, Nicker Management

## Outcomes Delivered by Interface

By integrating Virtual Guard, Nicker Management has streamlined operations, by automating key security functions and compliance checks. Staff can now remain focused on delivering quality service without the added burden of managing security issues.

The effectiveness of the system was demonstrated during a recent incident when a loiterer refused to leave the restaurant lobby. The staff triggered a silent alarm and the Virtual Guard team immediately responded with a voice-down, prompting the individual to leave without further incident.

Key improvements include:

-  **Real-Time Monitoring:** Continuous surveillance and rapid response to potential threats.
-  **Operational Compliance:** Automated voice-downs for shift changes, hygiene reminders, and travel path checks to identify issues and prioritize repairs.
-  **Enhanced Safety & Peace of Mind:** Employees and customers now feel consistently secure as the staff no longer have to manage security challenges on their own.

“Virtual Guard really makes things easier for our employees because it removes the burden of handling security challenges alone. With Interface Virtual Guard, there’s always someone ready to address risks, giving everyone peace of mind in the restaurant.”

Nicole Harper Rawlins  
CEO, Nicker Management





**Talk to Interface to understand how restaurant and retail chains can innovate faster with managed business security, business intelligence and purpose-built network solutions.**

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