



Case Study

Large Communications Retailer

False Alarm Reduction Service

Realize Meaningful Savings

Protecting a retail environment with an alarm system is always a prudent loss reduction strategy, but false alarms can be costly to deal with in terms of personnel hours and fines from local police departments.

Multiply those false alarms by 2,000 locations, and you have the situation that this large communications retailer was facing. Not only were false alarms creating a business disruption, but fees for police dispatches were having a negative business impact. In the retail industry, over 98% of alarm signals are not actual security events, but rather “noise” with a variety of root causes. Any number of factors can lead to a high level of false alarms, including employee turnover and training issues, call list changes, aging hardware, policy changes, and even environmental conditions such as weather.

Intelligent Algorithms Deliver Actionable Insights

The False Alarm Reduction Service from Johnson Controls was developed for customers like this retailer who were experiencing costly false alarms. The patented cloud-based application uses machine-learning techniques to analyze and identify alarm patterns and provides insights and recommendations to eliminate signal activity. Recommendations and the corresponding resolutions fall into three primary categories: Remote Service, On-Site Service or Policy Change.

Here's How It Works:



When root causes are resolved, the customer will see the number of false alarms—and their associated cost—reduce dramatically.

Site Risk: Reduce the Possibility of Loss or Theft

In addition to recommended actions to prevent false alarms, the app also provides a Site Risk analysis. This feature identifies when alarms are not working or are improperly set, which could put the property at greater risk of loss or theft.

Recommendations for Quick Actions

The False Alarm Reduction Service's Executive Summary screen monitors ongoing changes to security across all of the customer's facilities—and it's accessible to anyone the customer designates, on any device, anywhere in the world. This large retailer can drill down to site level root causes, or manage and track corrective actions and overall trends. In addition, advanced data analytics leverage historical data to predict future issues without interrupting current security operations. The security team can set date ranges and look at alarm trends week to week, by city or state, by alarm type, see all alarms, or just ones of interest.



Meaningful Results

Results have shown continued savings from reduced business interruptions, while improving the customer experience.



29% DECREASE

29% decrease in false police dispatch rate in 12 months



\$200,000 SAVINGS

Customer saved \$200,000 on reduction of police fines alone



36% REDUCTION

36% year over year reduction in signal volume resulted in \$263,000 operational savings



309% ROI

309% ROI within the first year of program implementation

"We started with an industry problem and leveraged our domain expertise in the security world, coupled with our strength in data science and analytics, to develop a solution that solves the problem for this large retailer. Our technology provides actionable insights that save the customer time and money so they can focus on what matters most—their customers."

David W. Budzinski, VP & GM, Global Mid-Market Buildings Digital Solutions - Milwaukee, WI



Learn more about False Alarm Reduction Service at
www.johnsoncontrols.com/digital