



Case Study

Large Sporting Goods Retailer

False Alarm Reduction Service

The Truth About False Alarms

In the retail industry, 98% of alarm signals are not actual security events, but false alarms with a variety of root causes. These false alarms result in an estimated \$3.2 billion in cost nationwide. Any number of factors can lead to a high level of false alarms—including: employee turnover, training issues, call list changes, aging hardware, policy changes, and even environmental conditions such as weather.

Reduce Alarm Activity and Save Money

The False Alarm Reduction Service (FARS) from Johnson Controls is a first-of-its-kind patented application that reduces false alarm activity and the associated costs. This cloud-based tool utilizes machine-learning techniques to identify and analyze alarm patterns and system risks. It's easy to use, and delivers actionable insights into security alarms and system usage. The app makes recommendations so you can reduce false alarms, protect assets, and decrease operational costs.

Mitigate Site Risks

In addition to false alarm reductions, Site Risk, an invaluable feature of the app, identifies when a site may be at risk due to arming failure or abnormal arming activity. Johnson Control's False Alarm Reduction Service identifies these scenarios through machine learning provides the customer with the greatest sites for security or fire risk.

The Site Risk Summary

- identifies unusual arming history
- produces risk prediction score
- reduces potential for theft and loss
- reports on communication failures and zone bypasses
- provides site risk details on system arming usage

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.

Sporting Goods Retailer Takes Action

A large, sports apparel retailer wanted to improve operational efficiencies by reducing false alarms and ensuring site compliance to decrease loss prevention across their 300 flagship locations. Johnson Controls recently equipped this retailer with the False Alarm Reduction Service and it didn't take long to see significant returns.

A year-to-year comparison measured alarm signals and police dispatches from a 3 month period. FARS was used for the first time in 2019 and there were no other major changes (hardware, staffing, etc.) identified beyond the implementation of the FARS application. Over the 90-day study, the customer experienced a 40% decrease in alarm signals and a 26.6% decrease in police dispatche fines on false alarms.



Meaningful Results

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



26.6% DECREASE

26.6% decrease in false police dispatch rate in first ninety days



\$37,500 SAVINGS

Customer is expected to realize savings of over \$37,500 from reduction of police fines in the first year



40% REDUCTION

40% month over month reduction in signal volume has resulted in significant operational savings



250% ROI

250% estimated ROI within the first year of program implementation

Realize Meaningful Savings

This sports apparel retailer is expected to save \$37,500 in its first year of FARS implementation. Using the False Alarm Reduction Service will drive savings from reduced business interruptions and fines from repetitive & unnecessary police dispatches. In addition, the Site Risk feature will further reduce loss prevention by identifying ineffective arming procedures, helping to keep the stores, assets, and people safe and secure..



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