



Large-scale Deployment for National Drugstore Chain

A New Era Technology Project Highlight

At a Glance

- **Industry:** Retail, Pharma
- **Technology:** Low-voltage cabling, Bosch Surveillance Cameras
- **Company Size:** 8,900 Locations
- **Challenge:** Due to restrictive regulations on high-abuse drugs, thefts of CII drugs began taking place
- **New Era Services:** Project Plan, Deployment, Install, and Integration
- **New Era Solution:** Added a single surveillance camera to retailer's existing network to capture the safe containing CII drugs
- **Outcome:** While experiencing an increase in CII drug theft, this Retailer was able to quickly deploy an enhancement to their existing surveillance network that helped reduce theft and improve overall safety of their employees

Overview

Since 1901, this drugstore retailer has grown to become the largest chain in the U.S. Operating over 8,900 stores in all 50 states, Puerto Rico, the U.S. Virgin Islands, Guam, and the District of Columbia. The chain's pharmaceutical products make up two-thirds of the retailer's sales.

Due to restrictive regulations on drugs with high-abuse levels, thefts of CII drugs began taking place. The chain's Texas-based location began experiencing an increase in CII drug theft, requiring action for the safety of employees, customers, and the customer's internal Organized Crime Prevention Team. With time being a significant factor, New Era Technology was contracted to integrate a camera within the retailer's existing network to improve local and remote visibility to the targeted area. This project required New Era to complete 455 site locations within three months.

Solution

The ability to streamline projects of this magnitude is a fundamental piece of New Era's foundation. First, a team of New Era physical security engineers were selected to verify system requirements and to determine the optimal placement for each camera to properly cover the Pharmacy CII safe. The second aspect of this project included utilizing the project management team that is dedicated to this customer and is familiar with their specifications and requirements. By consistently having the same management team, the retailer became familiar and accustomed to the team members, thus better allowing New Era employees to act as an extension of the customer's company.

To ensure all areas of the project went smoothly from the arrival to the departure of the New Era technician, the project management team:

- Developed and distributed the New Era installation manual to all technicians. This document was created on a number of pilot sites. The document took into consideration numerous variables and was created to ensure all sites were installed and configured consistently
- Developed and coordinated the installation schedule
- Trained technicians in the standards and regulations of the customer
- Scheduled technicians
- Contacted sites prior to any on-site visit to confirm availability
- Monitored the technician's progress while on-site
- Updated the customer's point of contact for completion of installations

Once on-site, a New Era technician began the installation. This included:

- Ran low-voltage cabling from network cabinet to camera location
- Installed camera mounting hardware, per customer's specifications
- Camera installations per customer and manufacture specifications
- Validated proper camera view with Project Management team
- Before leaving the site, the technician received approval from the on-site contact and the remote location receiving the video footage

Outcome

With New Era's support, the retailer was able to rapidly improve video surveillance coverage when they began to experience theft issues within their Texas-based locations, further protecting their employees, their assets and their customers.

Want to learn more about this project or solution?

Call us at 877-696-7720 or visit neweratech.com/us/contact-us.

Ensuring the Safety of Your Environment.

New Era Technology understands the importance of keeping your staff, clients, and property safe. New Era's holistic approach helps to determine the best solutions for your business. Learn more about our global physical security solutions at neweratech.com/us/security-and-life-safety

