# Dominos Pizza

Multi-User  |  Multi-Location  |  Restaurant



## The Client

Several years ago, Rainbow Pizza owners, located in Laredo, Texas, became Dominos Pizza franchisees - seeing it as a great opportunity to expand their business within a proven franchise model. The first franchise flourished and soon led to the owners purchasing over a dozen franchise locations across Texas.

## The Challenge

As their retail footprint grew, so did the challenge of managing individual traditional security systems at each location. Operational tasks like granting new managers permission to access the system (and network), maintaining firmware on each system,  and efficiently viewing locations remotely became tedious and time-consuming. Their main challenges included:



- **Managing users in a high-turnover business.** Like many retail businesses, the franchisee owners struggled with a high turnover. The frequent need to add or remove new users from the system became more tedious as they expanded locations. They needed the ability to grant unique permission by date, time, and zones for individual stores, with greater flexibility than their on-premise system.

- **Centralized monitoring and control.** As their franchise organization grew, a critical need was the ability to keep a close eye on operations by location, by city, and by region. They needed a solution that would allow them to customize their security view based on their business needs and to be able to see all cooking areas or prep areas in one zone, to understand if local stores were adhering to franchise regulations and were staffed appropriately to handle key demand times. Their traditional system didn't provide the flexibility they wanted to view daily store activities to achieve operational excellence.

- **Hardware and maintenance costs.** The more they expanded, the more expensive their security costs became because each new location required an additional recorder as well as ongoing security updates and maintenance. This led them to consider a more cost-effective, scalable solution – one that would allow them to easily add additional cameras and locations to their network on-demand without the added expenses associated with a traditional system.

## The Solution

After considering options from several providers, the owners chose our Cloud Video Surveillance solution because of the simplicity and convenience of its multi-user and multi-site management capabilities. Eight 2MP cloud-enabled dome cameras were installed along with each stores entrances and exits, cash registers, manager's office, and in the parking lot.

## The Outcome

Within a few short months, the owners have already begun seeing significant benefits from their Cloud security solution:



- **Easy-to-Use Multi-User Management.** Managing multiple users at different locations is now super simple. Unlike a traditional system, Cloud allows the owners to give an unlimited number of users access to their network and assign individual permissions based on date, time, location, and zone. Because all permissions are granted from a centralized interface – as opposed to multiple dashboards, it removes the complexity of multi-user management – making it much easier to use.

- **Centralized Multi-Site Management.** Cloud Video Surveillance allows the owners to manage unlimited locations, cameras, and users from one centralized interface. Now, they can easily add and remove cameras at any site, set up motion alerts and notifications, and view/download recorded footage from any camera on the account – from the integrated, easy to use interface accessible from their mobile device

- **Cost-Effective Surveillance.** Because the Cloud offers an off-premise solution, the owners no longer have to worry about the expense of adding recorders to each new location or paying to replace hard drives that fail over time. All the maintenance, upgrades, and technology are handled in the Cloud – allowing them to immediately put money back into their business where it really counts.

With Cloud Video Surveillance in place for all Domino store locations, the franchisee's have dramatically improved their security while improving their operational focus and minimizing resources needed to manage the system. Their new Cloud solution provides true scalability, so as they continue to grow in the future, they have a security system that will easily grow with them.

| Product | High Definition Cloud Cameras |
|---|---|
| **Number of Locations** | 12 |
| **Camera Type** | 2MP IP Cloud-Enabled Dome Cameras |
| **Cameras per Location** | 8 |
| **Retention** | 14 days |