

case study



Total Connect Services Help Sixth Avenue Electronics Increase Productivity.

In business for over 25 years, Sixth Avenue Electronics is a premier source for high-end electronics and accessories. When the doors opened in 1984, the owners wanted to provide a retail establishment where salespeople were experts and customers never had to question the validity of their recommendations. Sixth Avenue continues to operate with these ideals in mind. As a result, there are now 15 stores in New Jersey, New York and Pennsylvania that sell a variety of consumer electronics from digital cameras to flat panel televisions.

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The Situation:

Every Sixth Avenue store stocks millions of dollars worth of inventory, so security was essential. Steven Hayes, the director of security and loss prevention for Sixth Avenue, was looking for a security solution to meet his unique needs and turned to GuardMe Security of Old Bridge, NJ.

The initial relationship between Sixth Ave. and GuardMe began when the full-service electronics integration company provided intrusion detection for Sixth Ave.'s warehouse in Springfield, NJ. GuardMe installed a UL approved Honeywell system that included a commercial control panel, glassbreaks, motions and door contacts.

As he thought about his overall security concerns, Hayes realized he wanted an easier way to monitor and manage all of the stores. GuardMe recommended Honeywell's Total Connect Services, a state-of-the-art mobile systems management solution.



The Benefits:

With Total Connect, Hayes has true connectivity to all his locations. "As the company grows and grows and grows, one of the toughest things that we find is being able to keep a close eye on our stores and our locations. With Total Connect, we're actually able to manage not only what times the stores open but who opens the stores. And not only can I do it, but our CFO and our presidents can look at it from their desktops," explains Hayes.

The Total Connect services offer an answer to concerns that many retailers face.

"Frequently in the retail environment, there is a heavy turnover in employees and the stores often need to change codes. To do so, they need to have two things: they need to have a system that's very easy to operate, which they get from the Honeywell VISTA family. But also with the new Total Connect Multi-Site feature, they're able to do it themselves remotely. This really empowers the management of a retail store, knowing that they can change codes immediately and they can do that without having to rely on another company to complete the task," explains Craig Metzger, president of GuardMe Security.

Recently, Hayes was at the newest store in Montgomeryville, PA and the manager of the distribution center in Springfield, NJ forgot his code. Hayes was able to login to the store from his Pennsylvania location and open it remotely. This particular situation saved Hayes about three hours during his work day since he didn't have to drive to the location.

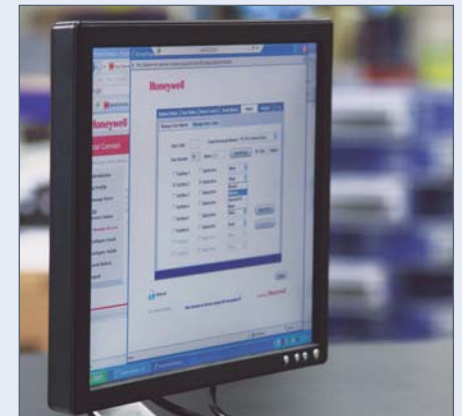
Total Connect services also help improve productivity for the dealer. "Total Connect allows the dealer to provide another level of security that without Total Connect, you really just couldn't provide.

It really empowers the dealer to provide a tremendous level of service without the expense of sending out a service technician," explains Metzger.

Due to all these benefits, Total Connect has been very well received by Sixth Ave. Electronics. "Since we started the relationship with GuardMe, not only is our warehouse in Springfield safer and more secure, but we've been branching out with Total Connect in all of our other stores," concludes Hayes.

The Products:

- Vista-128FBP for fire protection and burglary
- V-Plex addressable devices (motions, glassbreaks, contacts)
- 7845iGSM
- Total Connect Services – My Keypad, Multi-Site



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L/6AVECS/D
August 2009
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