



# Streamlining Operations: Goodwill's Success with Loomis SafePoint Solution



*Loomis SafePoint saved approximately 7,500 hours of management time by eliminating bank trips at this service agency's multiple retail stores.*

### THE CHALLENGE

Before partnering with Loomis, Goodwill of Southwestern Pennsylvania implemented armored transportation and smart safe services through three separate vendors in 2012. The purpose of these services was to reduce the time that store managers spent making trips to the bank to deposit and withdraw cash and coin. Eliminating the responsibility for transporting cash also addressed a critical safety issue by reducing the managers' exposure to robbery and injury.

Giving that time back to the managers also meant that they could spend more time running their operations, which helped to increase store productivity of both the managers and the employees. The armored transportation and smart safe services also reduced the risk of internal theft at the stores.

Bob Stape, Chief Operating Officer, Senior Vice President, and Corporate Compliance Officer of Goodwill of Southwestern Pennsylvania, identified the problems created by using store managers to make cash runs to the bank.

"We had done a time study," Stape stated, "and we found that our managers were spending an hour of every shift running to and from the bank. The bank runs reduced their productivity and exposed them to the risk of assault and robbery. At the same time, that left our stores vulnerable to operational disruptions when management was not available. When we took these factors into consideration, the cost of using a smart safe in conjunction with armored car services paid for itself. It also reduced the cost of our bank fees related to our frequent bank trips."

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"One hour saved from a manager's day increases productivity by 12.5%," Stape explained. "When your managers are engaged in the store an extra hour a day, that means that they're keeping their employees engaged. While it's difficult to put a dollar value to that, it's a definite benefit."

Heather DePalma, Director of Loss Prevention and Security at Goodwill of Southwestern Pennsylvania, also did a time study of their 32 stores. "You're saving about 7,500 hours of managers' time throughout the year. Just knowing these numbers alone, you know that your productivity numbers have to be higher."

"The smart safe also addressed internal theft at the stores," noted DePalma. "The safe establishes accountability of who is handling the money, and once it's in the safe, you can't get it out. Moreover, the accountability that the safe brings to our cashiers keeps theft and shortages to a minimum."

While Goodwill of Southwestern Pennsylvania recognized the value of a smart safe solution, using a piecemeal approach to their cash



handling services with multiple vendors required that they devote a significant amount of time reaching out to these vendors when problems occurred. This resulted in unnecessary downtime and inevitable frustration. As their contracts neared their end with these vendors, the quality of service deteriorated even further.

"We also found that the lifespan of the safes was shorter than the length of our contract, so that as technology changed our model safe couldn't keep pace with the newer technology," Stape said. "Customer service stopped trying to address our issues, and additional billing charges began to appear on our monthly statements with no explanation. When we realized that they weren't willing to address problems we were having, we knew it was time for a change."

### THE SOLUTION

After Goodwill of Southwestern Pennsylvania researched the many vendors providing armored transportation and smart safe solutions, they learned that the Loomis SafePoint technology offers over-the-air software upgrades, remote capability, keyless entry, Loomis Direct account management, and faster deposits that are guaranteed against loss, robbery, or theft once validated in the safe. In addition, a single point of contact meant that resolution response time would be reduced. The benefits of switching to Loomis outweighed the costs associated with changing vendors.

"For us as an organization, we're not in the safe business or armored car business. That's why we outsource that," Stape said. "We expect that our vendor will address the changes in technology seamlessly for us. We felt that Loomis had the capabilities and the track record that would address our needs." In addition to smart safes with advanced technology and consistently reliable support, Goodwill wanted a single source for resolving service issues that also had a strong customer service record.

After multiple meetings and thorough contract negotiations, Goodwill of Southwestern Pennsylvania decided to transition from their previous vendors to Loomis. The transition to their SafePoint smart safe solution was tightly scheduled to occur immediately after the

removal of the previous vendor's older safes. When that vendor fell behind on their schedule, Loomis was quick to adjust and keep the process in motion.

"The Loomis transition team did a wonderful job," Stape said. "I was part of the original transition to smart safes and armored transportation with our first installation, and I felt that our previous vendor was learning about how the smart safes worked at the same time that we were. By having a single point of contact at Loomis, we have a better line of communications, which leads to better customer service. Being able to pick up the phone and make one phone call to get squared away is invaluable."

"As we came across different scenarios that were outside of what we originally discussed in our negotiations and adjustments were needed, Loomis didn't respond with a cost estimate, they responded with a way to make it work," Stape noted. "My experience is that with Loomis, adjustments are made seamlessly and on time."

By transitioning to the Loomis SafePoint Titan smart safe solution, Goodwill of Southwestern Pennsylvania was able to continue to eliminate their employee trips to the bank, refocus their management's time on their employees and customers, and create a precise cash transportation schedule for deposit pickups and change orders that reduced costs.

Management of the SafePoint solution is simplified with the Loomis Direct online portal, providing valuable information on the cash in the stores' safes.

"Loomis Direct is a benefit," DePalma said, "as it lets us see how everything is managed at each of our locations. You can see when pickups were made, and how much cash is in the safes. There's information online that was not available from our previous vendor. As a time-saving tool, there's accounting information I can access without making a phone call, which is beneficial, especially from a loss prevention standpoint."



## THE RESULTS

### Smooth transition to the SafePoint

Loomis installed Titan smart safes at Goodwill of Southwest Pennsylvania's 32 store locations. Loomis picks up deposits, providing change orders on Goodwill's schedule. Also, Loomis is quick to respond to any customer service issues that need to be addressed.

### Easier to maintain and manage smart safes

Loomis' Titan smart safes' proprietary safe software is maintained over-the-air, reducing the need for service calls. Loomis Direct online portal provides the ability to monitor cash in all store safes 24 hours a day, seven days a week.

### Reduction in risk of robbery and theft

Loomis reduced the risk of robbery, theft, and injury of Goodwill's store managers by eliminating the need for trips to the bank. Increase in management and associate productivity Loomis services gave each Goodwill store manager an hour back every day to spend on managing the store.

### Return on Investment

The cost of the SafePoint solution is offset by the savings realized through the reduction of direct labor involved in trips to the bank for deposits and cash. Goodwill of Southwestern Pennsylvania achieved the following results:

- Saved 12% of store manager's time by eliminating trips to the bank
- Reduction of 7,500 total hours spent on bank trips at multiple store locations

## CONCLUSION

Loomis' SafePoint solution can help retailers achieve the following:

- Transition smoothly from previous vendors' cash handling services
- Mitigate risk associated with robbery and injury
- Improve productivity due to additional management time available
- Gain responsive, single point-of-contact customer service for quick issue resolution

## ABOUT GOODWILL OF SOUTHWESTERN PENNSYLVANIA

Goodwill of Southwestern Pennsylvania is a human service agency and network of not-for-profit businesses that serves eight counties in southwestern Pennsylvania and nine counties in north central West Virginia with 34 stores that offer donated goods at low prices. With over 1,400 employees and an annual budget of \$55 million, Goodwill of Southwestern Pennsylvania ranks as one of the largest Goodwill organizations in the U.S.