

Safeguard System Serves up Bosch to Protect Pizza Properties and QSR Burgers



BOSCH
Invented for life

Industry:

Retail

End User:

Pizza Properties and QSR Burgers

Pizza Properties, Inc. and QSR Burgers, LLC are in the limited service family dining segment of the hospitality industry doing business under the name of its pizza and entertainment and fast food hamburger franchises. The company is headquartered in El Paso, Texas, and owns 40 Peter Piper Pizza and 34 Burger King franchises throughout the state. The restaurant chains each present different security challenges - including game rooms at the Peter Piper Pizza locations and drive-up windows at the Burger King establishments.

Business Objective:

The high number of patrons served combined with lively atmospheres makes it imperative for family dining establishments to protect their customers, employees and assets with security technology. Pizza Properties and QSR Burgers sought to expand the surveillance systems in their 74 restaurant locations in order to capture video at areas where risk was likely to occur. As part of the project, the company also required higher-quality video resulting in a switch from VCRs to DVRs.

Solution:

Now, the pizza and family entertainment restaurants have 13 cameras that record video to an 18-channel DiBos 8 DVR in each location. For these establishments, the cameras capture video at point of sale terminals, in game rooms, in the pizzerias, outside offices, near safes and surrounding the perimeters. The cameras are programmed to record video when there is motion in these areas. As a result, cameras in high-activity areas, such as game rooms, are recording regularly, while cameras in areas with less activity, such as outside the restaurant offices, record less frequently. This ensures the DVRs have adequate storage space for important video that may need to be reviewed by company management.

The fast food hamburger locations each contain a minimum of six cameras. Bosch LTC 0455 color cameras obtain video of the drive-up window and at point of sale terminals. All cameras send video to a 12-channel DiBos Micro DVR for recording. Plans for new sites also include adding high-resolution Day/Night cameras around the exterior of each facility.



Using 18- and 12-channel DVRs in the restaurants built in flexibility for expansion.

With DVRs, archiving video is more user friendly, making it easier for the franchise management company to provide video as evidence in legal proceedings if required. This evidence can be very valuable in the event of a claimed slip and fall accident or other incidents where company liability may come into question.

Recorded video is also more widely accessible to stakeholders. Select employees can view video from their own computers.

Result:

Upgrading the systems from VCRs to DVRs has given employees at the individual restaurants a more seamless system to operate, while providing the franchise management companies greater reliability.

"With the technology we had in place prior to the upgraded system, we would often miss critical points of an incident in one of the restaurants," said Sharon Voelz, Vice President of Human Resources and Risk Management, Pizza Properties, Inc. and QSR Burgers, LLC. "The new cameras and DVRs provide better image quality, making the recorded video more useful when we need to investigate an occurrence."

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