Integrating Wired Devices into a Wireless System with IQ Panel 4 and IQ Hardwire

Clothing retailer leverages existing wired infrastructure in new wireless security system

The Customer

Mr. Mac is a men's clothing retailer which specializes in formal business and "Sunday Best" apparel, such as suits, slacks, shoes and dress shirts. The company operates in Utah, and each of their nine locations exist somewhere in the state. As a family-owned and operated business, the owner of Mr. Mac, Matt Shurtliff, is actively involved in day-to-day on-site operations.

Three stores between 4,800 and 5,600 square feet

Old security system provided limited supervision and management of employee activity

6-8 employees per location

75-200 daily customers

The Problem

Before Shurtliff took over for his father in 2021, Mr. Mac had experienced theft incidents for over 10 years. Employees with access to their Mr. Mac's security system and locks would go to the store outside of business hours to steal cash from the register, merchandise, or both. This theft was particularly hard to track as the incidents were random and infrequent.

While Mr. Mac's locations had security systems, they were outdated and provided no way to supervise the day-to-day operations of the stores. In addition to this, their security setup required monitoring by a 3rd-party company and didn't have an instant notification system which greatly hindered the business's ability to effectively oversee store operations.

These thefts, along with Mr. Mac's out-of-date security systems, contributed to a loss of income for the business and fostered an environment of distrust between employees that occasionally tipped towards hostility. Without a way for the owners to monitor when each employee arrived or departed the store, the threat of theft persisted, and their workplace culture suffered.

The organizational change in 2021 prompted Shurtliff to seek a more effective, permanent solution to the thefts. Shurtliff had previously installed the IQ Panel 4 in his own home and had enjoyed the features and benefits it provided there, so he once again turned to the IQ family to protect his stores.

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The Solution

Three of Mr. Mac's Utah locations – in Bountiful, Layton, and Ogden – implemented new security systems using the IQ Panel 4 as the control center with IQ Remote panels to expand control across the store. While the IQ Panel 4 is a wireless panel, Mr. Mac was able to utilize their existing wired infrastructure and old, hardwired security devices into an IQ Hardwire to integrate them into the new wireless system. This drastically reduced installation time and costs for the store. For new devices, like the IQ Water Valve, PowerG wireless ensured full coverage of each store's square footage.

Centralized management through Alarm.com interface

Reduced total cost of ownership
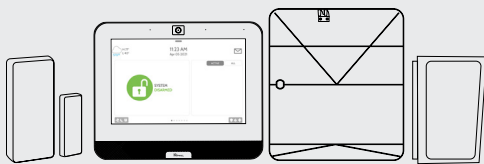
Scalable operations

Remote supervision and management of daily activities

The systems were easily installed over three days. Each employee now has a unique security code that provides Mr. Mac with data on their arrival and departure times, as well as information on store activity that occurs after hours. The Alarm.com interface also enables Shurtliff to view each store's cameras and receive real-time notifications on his phone and computers.

"*From securing my family to protecting my business, the IQ Panel seamlessly integrates into my life. Fast, simple installation and live monitoring on my phone give me peace of mind 24/7. Now, I can track employee movements and ensure security from anywhere.*"

– Matt Shurtliff, Owner of Mr. Mac

Owner installed IQ Panel with IQ Hardwire due to experience with the system, streamlined installation, ability to integrate old devices, and remote management through Alarm.com.

With IQ Panel 4 and a fully integrated system through Alarm.com, Mr. Mac's security concerns were quickly and thoroughly addressed. This comprehensive security system has improved overall security, reduced theft incidents, and restored a sense of trust and peace of mind for Mr. Mac's business operations.

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