

EVERGREEN PLAZA

EVERGREEN PARK, ILLINOIS

QUOTE:

"TISCOR's software system produces accurate, easy-to-read reports allowing us to document and reference all security activities. We benefit from increased productivity, reduced insurance premiums and total confidence among our tenants. The system proves that we are actually out checking the area...not just talking about it!"

-Howard Reinheimer, Chief of Security, Evergreen Plaza

SECURITY OFFICERS AT EVERGREEN PLAZA USE TWO POCKET PCs WITH TISCOR'S SOFTWARE SYSTEM TO INSPECT MORE THAN 30 CHECKPOINTS AT THE TWO-STORY SHOPPING CENTER.

PROFILE:

- ▶ 120 Stores
- ▶ 1,000,000 Square Feet
- ▶ 30 Checkpoints
- ▶ 35 Security Employees
- ▶ TISCOR Customer since 1997

PRODUCT BENEFITS:

- ▶ Security officers at Evergreen Plaza used to complete inspections using the time-consuming and cumbersome "key system." Now, officers use Pocket PC computers to inspect more than 30 checkpoints located in various locations in the two-story shopping mall. According to Chief Reinheimer, the Pocket PC devices are small and easy to carry, allowing officers to record the time, date, and location of each inspection simply by scanning a barcode.
- ▶ TISCOR's software system generates accurate and detailed reports, giving officers a valuable "last point of reference" in case any problems arise. Reports break down the the questions and answers recorded at each location, along with the time and date each location was inspected. Chief Reinheimer says the reports give him information about when a problem occurred, and prove to tenants that an officer was at a certain location at a particular time.

The reports are also easy for insurance companies to understand, resulting in reduced premiums.

- ▶ TISCOR's software system offers maximum flexibility, enabling officers to inspect locations in any order. With more than 1 million square feet and 120 different shops to secure, officers often choose to complete inspections in the "roam" route. This gives them the freedom they need to inspect various locations in any particular order they wish.
- ▶ The system helps security officers at EverGreen Plaza develop appropriate schedules and routes. According to Chief Reinheimer, the software system assists them with manpower issues, helping them reassign personnel and create needed changes in routes.
- ▶ TISCOR's software system eliminates paperwork and manual data entry, saving security officers as many as six hours a week. Data is scanned directly into the Pocket PC device and transferred electronically to the PC. Officers are no longer bothered with tedious paper work and data entry, and have more time to complete security inspections. According to Chief Reinheimer, the system has exceeded his expectations and quickly paid for itself.



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