

# Walgreens creates a safe and secure shopping experience



**BOSCH**

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## Industry:

Retail

## End User:

### Walgreens

As the nation's largest drugstore chain, Walgreens aims to be America's first choice in health and daily living products. Each day, Walgreens provides more than six million customers the most convenient access to consumer goods as well as trusted, cost-effective pharmacy, health and wellness services and advice in communities across America. The company operates more than 8,200 drugstores throughout the U.S. and Puerto Rico, including flagship locations that feature innovative offerings, products and services unexpected from a drugstore.

## Business Objective:

Walgreens required a state-of-the-art security, surveillance and audio solution for its flagship store in the historic Noel State Bank building in Chicago's Bucktown/Wicker Park area. It sought to create a safe and secure environment for customers and employees, while preserving the building's architecture. The flagship store provides a unique shopping experience - an example of how Walgreens steps beyond the traditional drugstore format to help people get, stay and live well.

## Solution:

More than 60 DINION HD, FLEXIDOME HD and standard definition cameras are installed throughout the store. The HD cameras provide detailed images in parking lots and at point of sale locations. They also capture images of shoppers entering the store.

"The flagship stores are centers of excellence where we test new technologies for creative solutions that enhance the customer experience and benefit store operations. This is another way we are creating a 'Well Experience' in our stores," said Hal Friend, Director, Physical Security and Integrated Video Services, Walgreen Co.

Video is monitored with the Bosch Video Client. Store managers and company asset protection security officers can also view video via iPads. Mobile access to video enables managers to check inventory and manage personnel to service customers more quickly, while giving officers the ability to provide security to customers, employees, and merchandise or assist law enforcement in apprehensions.



HD surveillance cameras allow Walgreens to cover a large area with fewer devices.

A G Series Control Panel secures the pharmacy after hours, while the rest of the store is open around the clock. Alarms are verified by the Walgreens Security Operations Center.

A Plena Public Address system provides background music, announcement and paging capabilities throughout the store. Proper selection and placement of Bosch speakers ensures intelligibility and complements the unique architecture.

## Result:

The comprehensive security solution helps to create a safe and secure environment for both shoppers and employees.

"The HD cameras allow us to cover more area with fewer devices," said Moe Salahuddin, Program Manager, Physical Security and Integrated Video Services, Walgreen Co. "We installed many of the cameras to provide an angled view for clearer images of transactions that need to be reviewed."

Cameras overlooking the main floor are installed near the ceiling. Despite the height, Walgreens was able to give law enforcement detailed video of a person stealing cell phones.

The systems in this flagship store demonstrate that Walgreens is committed to innovation and leadership among retailers in IP security technology adoption.

## Installed by:

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