

30+ year relationship providing fire alarm, intrusion detection, and custom safety solutions for a leading fast food restaurant

Client

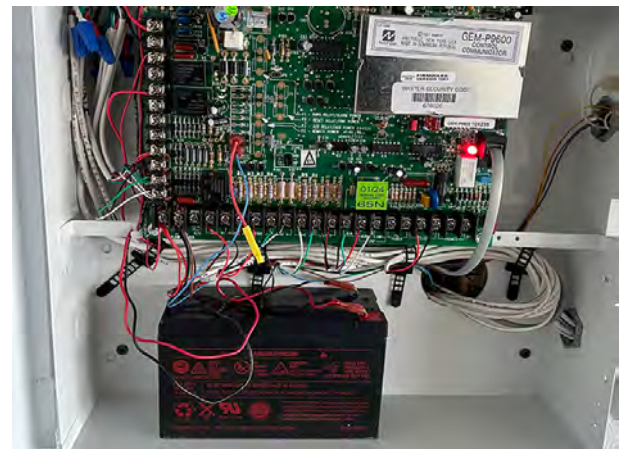
Our fast food restaurant client is one of the largest and most popular fast-food chains in the United States, with over 3,000 locations across 48 states. To keep up with their booming business, our client needed a partner that could scale with them while providing the same red carpet service they're known for.

Challenge

When our client started building stand-alone restaurants, it needed a partner to handle the design, installation, and ongoing support for its critical safety and security systems. Determining what is required to comply with local fire codes can be tricky, as they vary by municipality, so the partner had to be reliable and competent in navigating the planning and permitting process. To consolidate scopes and simplify vendor management, the ideal partner would be able to handle the rest of the security systems, including video surveillance and intrusion detection, as well as the infrastructure needed to power it all.

IMPORTANT CONSIDERATIONS

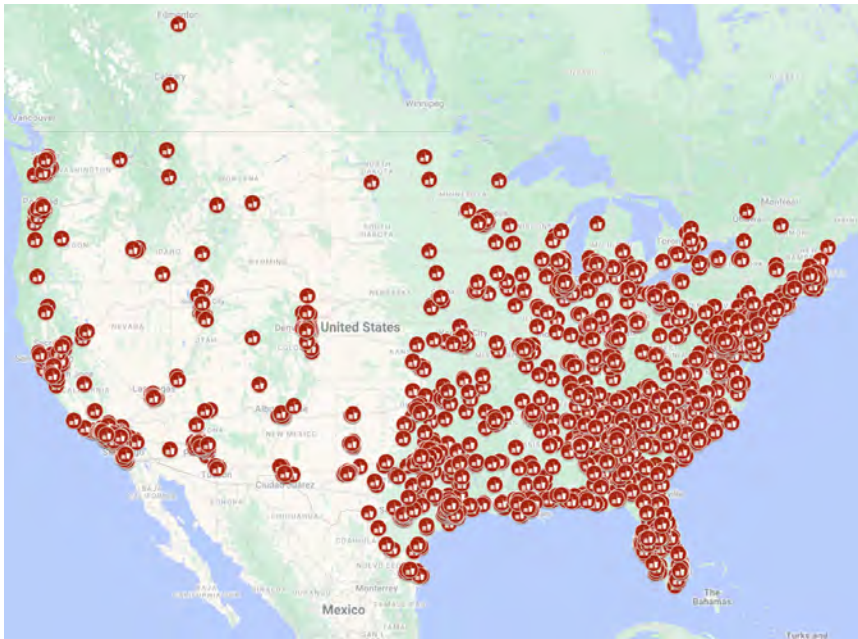
- How do we navigate regulatory requirements for fire codes to ensure systems are compliant and cost-effective?
- What is the approach to handling ongoing support and maintenance so that the systems pass inspection and continue to work as intended?
- Is there a need for custom solutions to help keep the restaurant and patrons safe?



Solution

While initially contracted for intrusion and surveillance, our scope quickly expanded to include fire alarms, CO2 detection, network cabling, access control, temperature monitoring, and more. We collaborate with the architects and do a rigorous evaluation of code requirements, ensuring that systems are fully compliant. This approach helps our client avoid unnecessary expenses while still adhering to safety standards mandated by the authorities having jurisdiction (AHJ). Once the AHJ approves the designs, our project managers take charge of the installation, managing schedules autonomously and ensuring alignment with construction timelines. We've developed unique solutions, such as a panic button mount in the freezer, which protects the button from damage, and a wireless device that reports temperature excursion. Our temp devices are particularly adept at detecting minor deviations in coolers and freezers.

Our commitment to excellence goes beyond the initial installation, encompassing commissioning, turnover, staff training, annual inspections, and ongoing support. With a dedicated 24/7 technical support team, we help ensure system utilization. Our monitoring team is responsible for responding to system-reported events and acting accordingly, such as notifying the proper authorities, dispatching the police or fire department, or contacting the restaurant operator.



Result

Since 1992, we've successfully delivered thousands of projects with our client. Their team knows and trusts ASD. The technicians sent to the sites are heavily vetted and conduct themselves professionally and politely. Having a partner that can handle these critical systems has helped our client protect its brand and reputation. Devices like temperature monitoring safeguard against food spoilage. Properly installing compliant security systems keeps everyone in their restaurants safe. With a focus on long-term partnership and continuous improvement, we've supported hundreds of remodels, technology upgrades, and new construction projects, and have many more to come.

Project Summary

INDUSTRY

Quick Serve Restaurant

SERVICES

Design
Build
Support
Monitoring

TECHNOLOGIES

Fire Alarm
Intrusion Detection
Access Control
Video Surveillance

HIGHLIGHTS

- 30+ year relationship
- 20+ video surveillance monitors per site on average
- 60+ network drops per site on average
- Thousands of projects and service tickets completed across the United States and Canada
- Full lifecycle technology support from design and advising through 24/7 support and monitoring