

## **Case Study: Transforming Security at an Auto Dealership**

An auto dealership (name undisclosed due to NDA) was facing multiple security challenges that put their assets, operations, and reputation at risk. As a high-value target for criminals, the dealership recognized the urgent need to upgrade their security infrastructure and processes. Spade Security Services conducted a comprehensive risk assessment of the dealership's facilities and operations. This included:

- Analyzing crime data and incident reports to identify patterns and vulnerabilities.
- Evaluating the effectiveness of existing security systems, personnel, and procedures
- Assessing physical security risks in the showroom, service areas, parking lots, and perimeter
- Reviewing cybersecurity controls to protect sensitive customer and financial data.

The assessment revealed several critical issues aligned with the top concerns facing auto dealers:

### **1. Vehicle Theft and Vandalism**

- Inadequate surveillance coverage and lighting in parking lots and vehicle storage areas
- Lack of real-time monitoring and alerts for suspicious activity
- Slow response times to incidents due to manual security processes

### **2. Cybersecurity and Data Protection**

- Outdated firewalls, antivirus software, and network security controls
- No employee security awareness training or phishing simulations
- Absence of multi-factor authentication and data encryption

### **3. Inventory and Parts Management**

- Inconsistent access control and tracking of high-value parts and tools

- No integration between inventory systems and security alarms
  - Limited visibility into potential employee theft or fraud
4. Customer Safety and Experience
- Insufficient emergency response plans and staff training
  - Parking lot hazards like poor lighting, potholes, and obstructed walkways
  - Perception of an unsafe environment deterring customers
5. Construction Site Security
- Theft of materials, equipment, and tools from job sites
  - Trespassing, vandalism, and liability risks during off-hours
  - Difficulty monitoring large, complex construction zones

To address these challenges, Spade implemented a multi-layered, technology-driven security solution:

1. Deployed AI-powered surveillance cameras with analytics to detect threats in real-time across the dealership and notify security staff instantly.
2. Installed RAD's ROSA and RIO robotic security devices in parking lots and perimeters to provide autonomous 24/7 monitoring, deterrence, and remote response capabilities.
3. Upgraded cybersecurity with next-gen firewalls, endpoint detection and response, encryption, and ongoing employee phishing and awareness training.
4. Integrated electronic access control, RFID tracking, and video analytics to secure parts, tools, and vehicle inventory and investigate losses quickly.
5. Implemented a mobile safety app for customers and employees to request assistance, report issues, and receive emergency alerts.
6. Developed customized construction site security plans using remote video monitoring, access control, and guard services to mitigate risks cost-effectively.

Within 6 months, the dealership achieved impressive results:

- 85% reduction in vehicle thefts and lot damage
- 70% faster response times to security incidents
- 60% decrease in inventory shrinkage
- 50% improvement in customer perceptions of safety
- 0 cybersecurity incidents or data breaches

By partnering with Spade Security, the auto dealer gained a state-of-the-art, proactive security program that leveraged the latest technologies to address their most critical risks. The AI-driven solution delivered measurable reductions in crime and losses, while enhancing the customer experience, employee productivity, and brand protection.

This case study demonstrates the transformative impact of Spade's innovative approach to auto dealership security. By combining AI, robotics, and human expertise, Spade empowered the dealer to overcome their top security challenges and establish a new standard of operational excellence.