

Alarm.com Success Stories





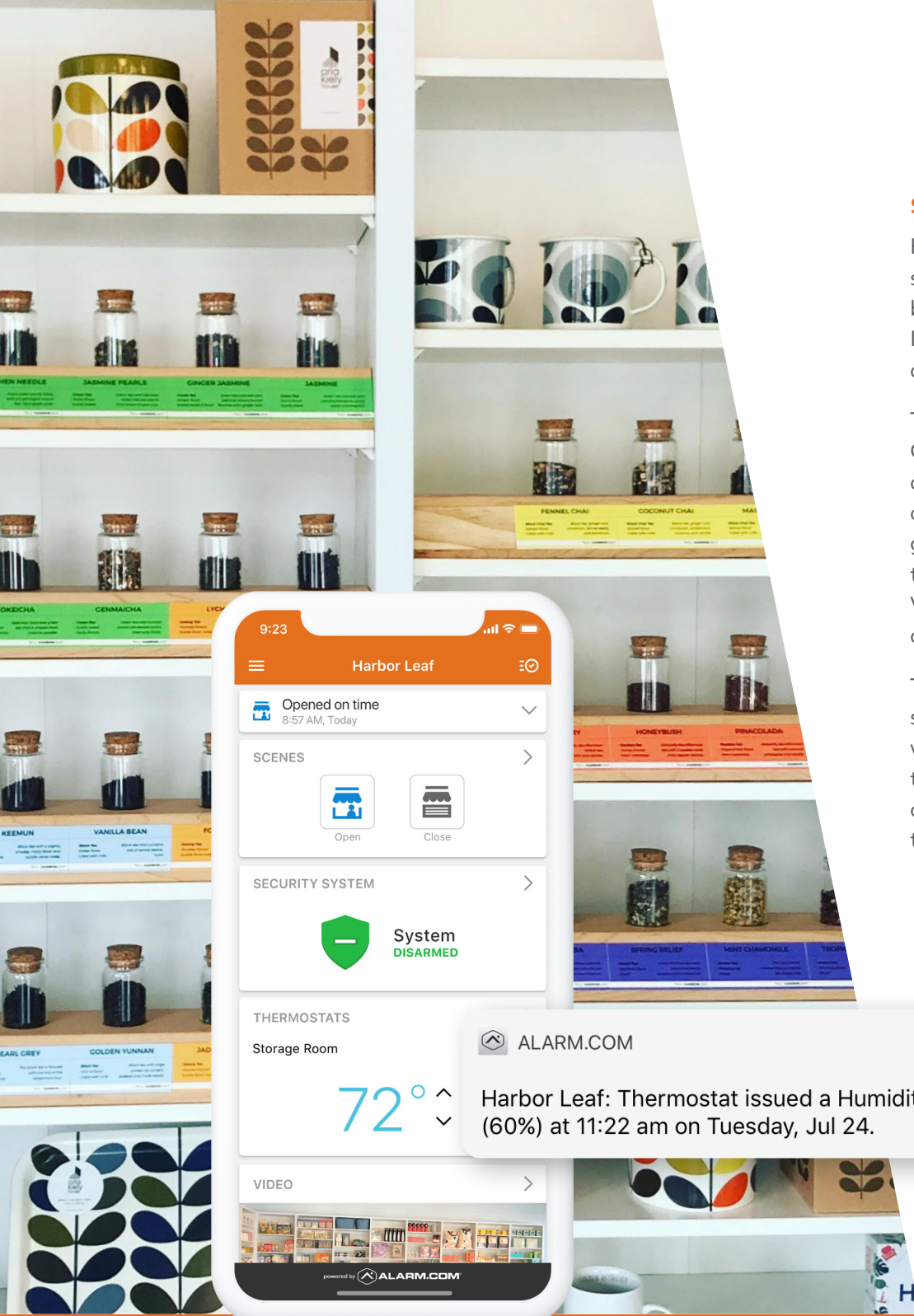
Harbor Leaf Tea Company is a subscription-based loose-leaf tea business on a corner shop location close to the hustle and bustle of downtown Lawrence, Kansas. Owners Chase Blackwood and Scott Lloyd knew they needed to protect their great location, their employees and their merchandise—especially because they sell a temperature-sensitive product that has to be kept safe and fresh.

MISSION

Chase and Scott were looking for a smart solution that would help them monitor their storefront and alert them of any temperature changes in the tearoom. When reflecting on his prior knowledge of DIY standalone video systems and security applications, co-owner Chase says, "Something I've learned over time is that you get what you pay for. With DIY systems, you can get cameras and computers cheap, but when you total the time spent messing with it, it's not worth it."

**CHASE BLACKWOOD & SCOTT LLOYD,
CO-OWNERS, HARBOR LEAF TEA CO.**





SOLUTION

Harbor Leaf Tea Co. turned to Alarm.com for Business as the all-in-one solution for their specific business needs. Chase confirms, "I think the biggest benefit I've found using Alarm.com is that it's all in one place. I can look at videos, see the temperature schedules and arm the system all from one place."

To ensure every corner and access point of the store was covered, Chase and Scott chose to implement a fully integrated security and smart device system. As part of this integration, they installed commercial Alarm.com video cameras, contact sensors, motion sensors, glass break sensors and a smart thermostat with corresponding temperature sensors for the tea storage room. They also use Alarm.com Video Analytics to view live and recorded video within the app, which allows them to review specific clips and alerts them of notable events.

The owners of Harbor Leaf Tea Co. were especially grateful for their system on a winter night when a lone employee found themselves faced with an inebriated customer. Upon entering the store during closing time, the customer began harassing the employee. After the customer attempted to walk behind the counter and refused to leave the store, the employee texted the owners, Chase and Scott, to ask for help.

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Chase explains, "Our employee texted us saying she felt uncomfortable and explained what was happening to her. We were able to witness all of this on the Alarm.com video cameras. We notified the police and stayed on the phone with her while we watched the cameras diligently. She said later that she felt much safer knowing that we were able to see her and monitor the situation." He added, "We had exactly what we needed to show the police. The SVRs make it particularly easy to go back and look through all the videos."

In addition to the video cameras and a SVR, Harbor Leaf is set up with strategically placed contact sensors that notify the store manager if anyone opens the room where onsite cash and valuables are stored. Chase confirms, "We covered the main door, office door, vault and inner vault. That was nice, too, because we'd leave it unlocked to get change throughout the day but had it set up so the panel would verbally say "Vault Door Open" when it was opened to notify anyone who needed to hear it." They used smart alerts in combination with video analytics to track foot traffic through the front shop entrance to determine daily shopping patterns and busy times so they could schedule employees appropriately.

"If you're currently trying to mismatch stuff together, stop. Get something that all works together, it makes your life so much easier."

RESULT

While Harbor Leaf Tea Company has recently moved to a pop-up business model, they were able to tout the Alarm.com security system as a bonus for new tenants who wanted to sublet the retail space moving forward. Due to this additional high-tech amenity, owners Chase and Scott were able to quickly rent out the corner store front space and still work with the current tenants to set up advanced alerts to keep their business running smoothly and ultimately keep the property safe. When asked what advice Chase has for other small business owners tackling 2020, he shared, "[Alarm.com for Business] is worth it...give it a try, and if you don't have something, there's going to be a time you wish you did. If you're currently trying to mismatch stuff together, stop. Get something that all works together, it makes your life so much easier."

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Harbor Leaf: The Vault Door was left OPEN at 5:42 pm on Thursday, Aug 4.





To learn more about how Alarm.com for Business can support all your business security needs, visit alarm.com/business-solutions.

