

## Overview

The UPS Store®  
Northridge, California

## Solution components

Verifact® A microphone

## Integrator

Wilson Security Systems, LLC

## "Audio is a must"

*Moe Kishawi, Manager at  
The UPS Store®  
in Northridge, CA*



**LOUROE  
ELECTRONICS®**

World Leader in Audio Monitoring Technology Since 1979

## The UPS Store

### *Improving business security with audio monitoring technology*

For more than 30 years, The UPS Store® has provided customers with retail shipping, postal, printing and business service needs throughout the United States, Puerto Rico and Canada. With nearly 4,700 locations, The UPS Store® is the world's largest franchisor in the postal industry.

### NEED

Delivering a safe, secure and welcome experience for the customer requires meticulous planning. Because each UPS store is individually owned, each manager must identify the best security solution for his store. Moe Kishawi, store manager at a UPS location in Northridge, California, realized he needed to enhance security after a security breach occurred where property was damaged.

### SOLUTION

Kishawi contacted Northridge-based integrator, Wilson Security Systems, LLC for help in selecting a security system. WSS recommended a top-of-the-line video and audio package, including the Verifact® A microphone from Louroe Electronics. The integrator also installed cameras throughout the store and mounted the Verifact® A microphone on the ceiling above the main cash register.

### RESULT

The solution has allowed the manager to download and review the audio and video files in response to disputes. Louroe's Verifact® A microphone has repeatedly provided accountability for store employees and offered evidence that was used to resolve customer complaints.

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Delivering a safe, secure and welcome experience for the customer requires meticulous planning. Because each UPS store is individually owned, each manager must identify the best security solution for his store. Moe Kishawi, store manager at a UPS location in Northridge, California, realized he needed to install a new system after a security breach occurred and property was damaged.

"From now on, we have to monitor our surroundings," said Kishawi after the vandalism incident.

Kishawi contacted Northridge-based integrator, Wilson Security Systems, LLC for help in selecting a security system. WSS recommended a top-of-the-line video and audio package to secure the store. In 2000, WSS installed 12 cameras and one Louroe microphone, the Verifact® A. The cameras were placed throughout the store while the Verifact® A was mounted on the ceiling above the main cash register. The omnidirectional microphone is encased in an ABS dome designed for ceiling mounting and can pick up sound from 15 feet away.

Kishawi was pleasantly surprised by the power of the microphone.

"You can actually hear people talking in other areas of our store, even though the microphone is mounted above the checkout counter," he added.

The microphone has functioned smoothly for more than a decade, illustrating the longevity, durability and quality of Louroe's products.

"It's a very stable system. I've never had any issues with the microphone," said Kishawi.

The store manager usually uses the audio recordings when there is a conflict. If there is a dispute between an employee and customer, Kishawi will download and review the audio file from the computer and determine the appropriate action.

In one instance, a customer claimed that an employee promised them a refund. To resolve the issue, Kishawi downloaded the audio file and listened to it with the customer. The audio verified that the employee did not promise a refund. This is just one example of many where the audio verified what really happened.

"Audio is a must," said Kishawi. "I believe in audio because video by itself is not going to show you what exactly happened and the interaction that took place. I would not install another security system without integrating audio."



**Verifact® A  
Microphone**

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#### About Louroe Electronics

Located in Van Nuys, California, Louroe Electronics® has been the world leader in audio monitoring technology since its inception in 1979. Recognized globally, Louroe Electronics' products are used in 50 countries and are utilized by both the private sector and government. The company's Verifact® line of microphones, complementing base stations, and communication accessories, provide line level output to interface with various digital electronics. For over three decades, Louroe Electronics has maintained rigorous standards to ensure their products provide reliability, durability, and excellent performance for their customers' needs.

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