

GRANITE FALLS HARDWARE COMBATS THEFT WITH COMCAST BUSINESS

COMCAST BUSINESS

COMMUNITY STORE KEEPS AN EYE ON ITS BUSINESS
WITH COMCAST BUSINESS SMARTOFFICE™

Tools and Supplies Provider Addresses Home Maintenance Needs of Local Community

Granite Falls Hardware is a small-town hardware store in Granite Falls, Washington. The establishment has been in business for 70 years and sells everything from nuts and bolts to lumber to horse feed. Open seven days a week, Granite Falls Hardware employs 10 and serves upwards of 150 customers each day.

“At Granite Falls Hardware, we pride ourselves on being a friendly, neighborhood vendor, equipped to provide you with the tools and supplies needed to address whatever project you’re taking on,” said Carole Williams, store manager, Granite Falls Hardware. “We consider ourselves a cornerstone of the community, and it’s our relationship with local shoppers that has helped us thrive over the years. We always strive to create an informative, inviting and safe environment for our customers.”

Lack of Security System Contributing to Product Loss

Granite Falls Hardware boasts a large physical footprint, with both indoor and outdoor departments. With only a few employees working at any given time, it’s difficult to keep an eye on all the nooks and crannies throughout the property. The hardware store was in the market for a store-wide surveillance system to help keep an eye on inventory. Store managers wanted a camera-based system that would help them monitor the entire store while on-site and check in remotely when they couldn’t be there physically.

Comcast Business Delivers Store-Wide Monitoring System

Granite Falls Hardware turned to Comcast Business to address its issues. The provider installed Comcast Business SmartOffice, a real-time video surveillance platform designed to help small- and medium-sized companies keep an eye on their businesses. Granite Falls Hardware now has 12 cameras installed across the store’s premises to help employees monitor indoor and outdoor spaces 24/7. Implementation proved to be smooth and simple, and the system was up and running within a couple of hours. Comcast Business representatives took the time to train store managers on how to use the system, which minimized time needed to get up to speed.

Granite Falls Hardware has also benefitted from Comcast Business SmartOffice’s remote monitoring capability, which allows managers to keep an eye on the store from their mobile devices when they can’t be physically on-site.

SITUATION

- Independent hardware store in Granite Falls, Washington
- Serves 150 customers each day
- 10 employees

CHALLENGE

- Sprawling store and small staff made it difficult to keep an eye on inventory

SOLUTION

- Comcast Business Smart Office
- Comcast Business Internet
- Comcast Business Phone

RESULTS

- Ability to self-monitor store premises 24/7, both on-site and remotely
- Consolidated Internet and phone service at cost-effective price

This remote monitoring feature provides added peace of mind. Comcast Business SmartOffice service complemented the Comcast Business Internet and phone services already in place at Granite Falls Hardware. The Internet line was performing well and delivering the reliable, high-speed connection the company needed to execute business critical functions. Additionally, Comcast Business Phone, a flexible small business voice offering, provides the store with a high-quality connection, extensive incoming call management options and seamless online account management. It delivers a reliable voice connection that helps expedite business processes.

“Installing Comcast Business SmartOffice has helped us keep an eye on both employees and customers. Being able to monitor the premises from any location is a plus.”

- Carole Williams
Store Manager
Granite Falls Hardware