

ViewScan passive walkthrough detection system elevates asset protection for 1M sq. ft. distribution center

Ingram Micro reports dramatic decrease in theft and increase in precision and associate experience across massive facility

When most of the world thinks about security screenings, they think about stopping “items of interest” from entering a building or event. When asset protection managers consider such screenings, they think about stopping such assets from leaving a location.

No large warehouse is immune to theft, even across organizations that vet and trust their associates. It’s impossible to know the intention of every visitor, contractor or seasonal staffer entering your facility.

This was an ongoing challenge for Cris Paffrath, Ingram Micro’s U.S. director of safety and security. “If you can name the most popular technology on the planet, we probably have it in one of our 12 distribution facilities in the U.S.,” shares Paffrath. “Not only were we experiencing loss of items such as earbuds and Apple watches, but the everyday associate experience was negative due to our long screening process with traditional metal detectors.”

The challenge

Ingram Micro, thanks to a robust 550 million units shipped per year, leverages seasonal and contract employees to keep up with customer demands. As staff grew at its distribution centers, so did the threat of theft and long delays at the security screening areas. “When our stand-up metal detectors were triggered, we’d escort associates to a secondary station for a full-body wand screening. This slowed the line for all associates, as we’d get hundreds of false alarms for belts, keys, prosthetics, and other standard items,” reports Paffrath. “Any security staff experiencing hundreds of false alarms are subject to fatigue when it comes to real items of interest—and we didn’t want to miss those.”

Paffrath’s team also reported that items of interest smuggled in shoes weren’t being detected. Due to rebar feedback issues with standard metal detectors, the space six inches off the ground was often vulnerable—ideal for in-shoe theft.

The solution

Paffrath was representing Ingram Micro at a trade show when he discovered ViewScan by IPVideo. He quickly learned that, unlike traditional walkthrough systems, ViewScan is a completely passive detection solution. That means its sensor technology accurately detects the location and number of items of interest, while ignoring personal artifacts like coins, keys and jewelry. It can also detect and locate objects that have been covered or masked with materials such as aluminum foil, lead and plastic.

Every person safely passing through the portal is scanned and can be archived with a snapshot image, date and time, threshold settings, sensor readings and graphical display. Archiving can be controlled at the workstation with the flexibility to monitor anyone entering or leaving a building, including after hours.

After much research, testing and due diligence, Paffrath and his team were ready to put ViewScan to the test in one of their distribution centers.

The results

The team first deployed ViewScan in Ingram Micro's **one million sq. ft. distribution center** in Memphis, Tenn. "The product is cost-effective and light, and the setup was shockingly quick and easy," said Paffrath. "Also, our associates were ecstatic that it's not only radiation-free, but coins, badges, keys and jewelry aren't setting off alerts."

Why so few false alarms? Unlike traditional metal detectors, ViewScan ignores **non-ferrous metals** (often found in jewelry, coins, belts, etc.) and accurately identifies **ferrous metals** (often found in hardware and electronics). This resulted in less secondary screenings at Ingram Micro—and a huge spike in **speed, accuracy** and the overall **associate experience**.

"Theft has dramatically decreased since we deployed ViewScan, including ear buds and Apple Watches," reports Paffrath. "A key reason for this is because ViewScan scans ferrous metals from head to toe, including the ground area that is often missed by other systems."

What does Paffrath and his team appreciate most about ViewScan? "Its pinpoint accuracy mitigates uncertainty, bias and delay," he reports. "The system identifies exactly where the item of interest is with great precision and displays it on the screen. So, if there's such an asset in someone's left pocket, we know to go directly to the left pocket. Since it's on the screen, it's transparent for both the associate and security staff."

The ViewScan solution has been such a success for Ingram Micro's massive Memphis facility that they rolled it out in the Chicago distribution center. And thanks to ViewScan's affordability, the future partnership between Ingram Micro and IPVideo is bright, as reported by Paffrath.

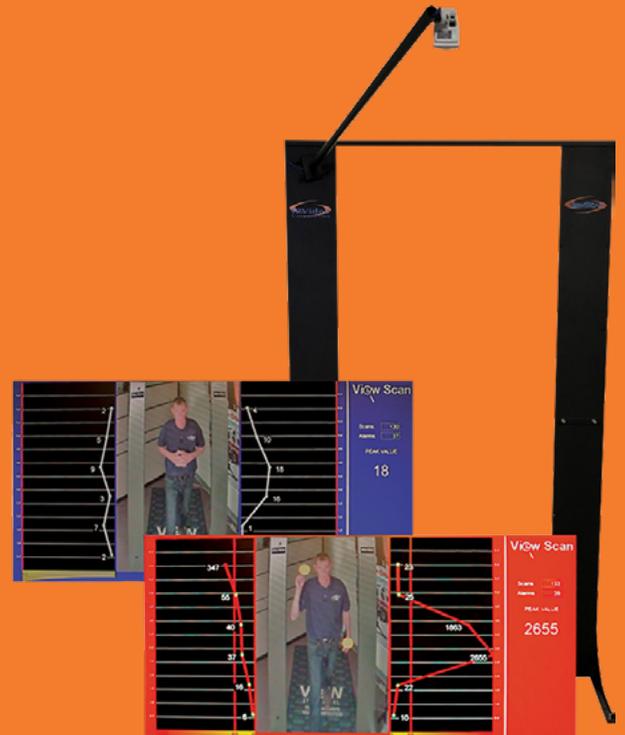
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- Cris Paffrath, *Director of Safety and Security,*
Ingram Micro

ViewScan features and benefits

- No pat-downs required
- Completely passive system—no radiation
- Safe for pregnant women, pacemakers and medical devices
- Removal of silver, gold and platinum NOT required
- Speedy throughput
- No calibration and little-to-no maintenance required
- Video capture and archive
- Integration with biometrics, card readers, etc.
- Unit can be portable or seamlessly built into a door frame
- Portable unit can be set up in under 20 minutes



If you're a reseller or facility asset manager interested in ViewScan, contact your dedicated rep below.

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