

Mrs. Renfro's®



CASE STUDY

Dallas salsa and condiment producer/distributor



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Introduction

For decades, Renfro Foods used a “sound and doors only” security system which only notified them if something triggered an alarm. Tired of midnight calls and false alarms, the owner turned to **Stealth Monitoring** for a better solution.



About Renfro Foods

Since 1940, Renfro Foods has been producing, packaging and distributing gourmet salsas, relishes and sauces from its Fort Worth, Texas facility. Every day, five 500-gallon kettles pump out 100,000 jars of product which is shipped to grocery chains and restaurants throughout the United States, Canada, the Caribbean, England, Scotland, Germany, Spain and Australia. The current property takes up two city blocks and expansion is on the horizon.



The Challenges

Crime is always a concern for this mixed-use property. In addition, there is large homeless population in the area who often set up camp outside their facility. With the old security solution, the owners would get a call in the middle of the night if something triggered the alarm. This forced them into making snap judgement calls as to whether to dispatch the police and get out of bed to meet them. Often it was a false alarm caused by a stray animal.

“There are homeless people in the area and we wanted to make sure that we can **deter and reduce the crime with live surveillance.**”





The Solution

Stealth Monitoring designed and installed a proactive warehouse inventory security solution utilizing 16 cameras. The service included installing the cameras then live monitoring the operations and assets maintained inside and outside on the property.

The camera placements have been modified over time. As the company began to expand, they had to alter their interior setup to accommodate the growing need for supplies, equipment and storage space. This required the Stealth team to adjust and add cameras (now up to 40) to eliminate blind spots and ensure proper coverage in the warehouse and production areas.

Since partnering with Stealth, the owners now have peace of mind and are no longer bothered during the middle of the night. If Stealth sees someone that is not supposed to be on property or is vandalizing it, they can activate on-site audio speakers to attempt to run them off before dispatching the police. If it's warranted, a monitoring operator will call police without ever having to disturb the owner. The next morning, Stealth sends an email with a summary of the incident along with a video to the property contact.

The Results

In addition, the company has found more beneficial uses for the service beyond security.

1

Stealth's videos have been incorporated into new hire training. Managers use video footage to teach proper processes, as well as to resolve issues like checking whether an ingredient was added to a particular batch. The production manager can also watch the night shift from his phone and provide feedback.

2

The videos serve as evidence if accidents or other liability issues occur and can help speed up investigations. In one case, an employee driving a forklift backed up into a pallet of finished product.

In another case, a truck ran into a transformer pole and sent it flying, resulting in a loss of power in Renfro's production room. The video revealed the truck hit a low-hanging wire which caused the pole to break. Ultimately, the utility company was at fault and repaired the damage.

Still another incident involved a broken gate at the front of the property. After reviewing the video footage, it was determined a delivery truck had run into it. The trucking company paid \$5,000 to replace the entire gate, a cost that would have been an expense to Renfro Foods if not for the video proof.



Renfro Foods is breaking ground on a new warehouse expansion and will again look to **Stealth** to help secure that property.

According to owner Doug Renfro, *“Stealth was enlisted to help boost our security, but we discovered even more benefits from their service than we ever expected. They have grown with us and will continue to do so as we expand. Stealth has been a real team player in terms of our success.”*

