

ACHIEVING TRANSPARENCY AND EFFICIENCY IN RESTAURANT SECURITY:

How Tacala Reduced False Alarms and Saved 40+ Hours Per Month with Envysion



Company Overview

- Tacala is the largest Taco Bell franchisee with **350+ locations**
- Prioritizes **operational transparency, team safety, and effective loss prevention**
- Faced challenges in **security management, frequent false alarms, time-consuming investigations, and inefficient incident management** before implementing Envysion's solutions

Introduction

Tacala, the largest franchisee of Taco Bell, is committed to loss prevention, safety, security, and operational transparency across its 350+ locations.

To support these priorities, Tacala needed a reliable, user-friendly security solution that could enhance efficiency, reduce risks, and provide better visibility into day-to-day operations.

Tacala turned to Envysion for a cloud-based video security solution that would streamline their operations, improve safety and security, and strengthen loss prevention efforts across all locations.

THE CHALLENGE:

Before implementing Envysion's solutions, Tacala faced several key challenges:

- **Managing Security and Transparency Across Multiple Locations:** Tacala needed a scalable, easy-to-use video surveillance system to improve visibility and communication between restaurant teams and leadership.
- **Frequent False Alarms:** Their previous security system generated numerous false alarms, leading to unnecessary police dispatches and costly fees.
- **Inefficient Installation and Deployment:** The process of installing security systems was slow and resource-intensive, leading to delays in the rollout across locations.
- **Outdated Traditional Security Systems:** Their old alarm system required constant manual oversight, impacting store operations and offering no proactive validation of alarms.
- **Time-Consuming Investigations:** HR partners had to physically travel to locations, sometimes hours away, to retrieve video footage for investigations, wasting valuable time and resources.
- **Fragmented Incident Management:** Incident tracking was disorganized, making it difficult to manage and resolve issues efficiently.



Envysion's platform has been a **GAME-CHANGER** for us. It saved us countless hours and provided transparency across all our restaurants, letting us **RESPOND TO INCIDENTS MUCH MORE EFFECTIVELY.**

Kaloeb Morris |

Asset Protection Business Partner with Tacala



CASE STUDY

Envysion®

a Motorola Solutions Company

THE SOLUTION

Envysion provided a tailored solution for Tacala:

- **Ease of Use:** Envysion's system training allowed Tacala's teams, including their technicians and restaurant leaders, to quickly get up to speed. With **training from Envysion's customer service and technical support**, Tacala's technicians learned how to **install the system efficiently**, while restaurant leaders **gained confidence** in using the platform.
- **Quick Installation:** Tacala initially planned to roll out Envysion across 125 sites over the course of a year. However, once the installation process was streamlined and Envysion's solution was in place, they discovered they could **complete an installation in less than an hour**.
- **AI-powered Smart Site Protection™:** Envysion's **remote monitoring** capabilities gave Tacala the ability to track and manage security alarms from a centralized dashboard, minimizing the impact on in-store teams and improving operational efficiency.
- **Incident Management:** Envysion's **all-in-one platform case management tool** allowed Tacala to manage and resolve incidents efficiently. Whether investigating loss, safety, security, or operational issues, restaurant managers had easy access to video, receipts, and case notes in one location.
- **AI-powered ImageAlert:** ImageAlert **detected anomalies**, such as tampered cameras, providing early warning signs of potential theft. This helped Tacala quickly identify and address issues before they became larger problems.



We could feel the difference almost immediately. The platform improved our security and gave us the confidence that **OUR TEAMS AND CUSTOMERS WERE PROTECTED AND SUPPORTED AT EVERY LEVEL.**

Kaloeb Morris |

Asset Protection Business Partner with Tacala



Team training made simple, fast, and effective



Everything you need to track and resolve incidents—fast



End-to-end support, from installation to support to resolution

CASE STUDY

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THE RESULTS

Envysion's solutions delivered significant benefits for Tacala:

- **Exceeding Goals with Fast Deployment:** Due to the quick installation process, Tacala surpassed their initial goal of 125 installs in a year. By the end of the year, they had completed **374 installations within the year**.
- **Massive Time Savings:** Before Envysion, HR partners spent over 40 hours a month traveling to stores to retrieve video evidence for investigations. With remote access capabilities, **HR partners now save a full week's worth of time each month**.
- **Reduction in False Alarms:** With Smart Site Protection™, Tacala saw a significant reduction in false alarm fees. In a test phase with 6 high-traffic sites, Tacala reduced false alarms from **5-6 per month to just 1 false alarm in 90 days**.
- **\$4,000 Theft Identified:** Using AI-powered ImageAlert, Tacala identified a camera that had been tampered with at one of their locations, leading to the discovery of a missing **\$4,000 in cash**.
- **Complete Incident Management:** Envysion's closed-loop case management tool allowed Tacala to efficiently manage and resolve incidents. With Envysion's platform, restaurant managers now have easy access to all relevant data video, receipts, and case notes—streamlining investigations and guaranteeing quicker resolutions.

CONCLUSION AND FUTURE PLANS

With Envysion's solutions, Tacala has achieved significant improvements in **loss prevention, safety and security, and operational efficiency**. The company plans to expand its use of Envysion's cloud-based solution and explore more AI-powered tools. Tacala's leadership is excited about Envysion's technology and looks forward to strengthening their partnership to improve operations and transparency across all locations.

"Envysion's platform has given us more than just security—it's given us the **PEACE OF MIND** to focus on growing our business, supporting our employees, and delivering an exceptional experience for our customers."

Kaloeb Morris |
Asset Protection Business Partner
with Tacala



Real-time response to emergency events



www.Envysion.com/demo

Protect your team, save time, and reduce risks. **Scan the QR code** to see how Envysion can help you achieve it.

ABOUT US

Envysion is a cloud-based managed video platform built to protect your business, brand, people, and profits. We deliver a suite of solutions that strengthen loss prevention, enhance safety and security, and optimize operations—helping you protect your brand's promise. Envysion integrates video, audio, and POS transaction data into a centralized platform, giving you actionable insights to reduce risk and improve performance.