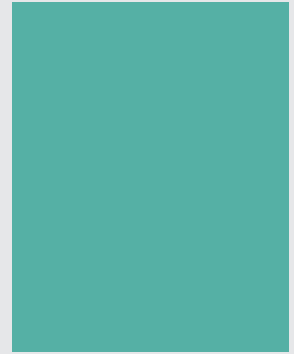
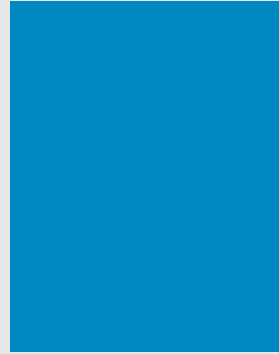


iHerb.com Moreno Valley, CA



Challenge

After learning of Securitas and the capabilities of the On-Site Guarding system, iHerb.com Security Manager, Joe Boykin, asked to meet with a local representative. Within 6 months of the initial strategy meeting, a complete system was put in place, which included Access control, Visitor Management, and an On-Site Guarding system.

All systems have been custom designed to meet the specific needs of iHerb.com, as well as Mr. Boykin's detailed list of requirements. Joe Boykin had the vision of creating a modernized, paperless security operation with a company capable of providing and executing the necessary solutions. It was only after speaking with other security companies that he quickly learned Securitas would be the only organization that could provide the services he needed. Mr. Boykin wasn't looking to find a vendor; he was "looking to find a partner."

Solutions

Going Green while Meeting Regulations

During the operational analysis, the size of the complex was to be considered in building a customized solutions package for iHerb.com. The Moreno Valley facility, which is nearly 400,000 sq.ft. and has over 600 employees, operates 24/7, and Mr. Boykin wanted the ability to track all visitors and employees that were on site at all times. Considering themselves a "green" company, going paperless was an attribute that had to be utilized. Lastly, compliance with local, state, and federal laws was also a concern as iHerb.com deals with food products and many strict regulations such as Article 306. The Access Control System, Visitor Management System and [SecuritasConnect](#) were able to accommodate each of these needs.

Visitor Management Made Easy

The [On-Site Guarding](#) Management system provided the Securitas officers with a tool that creates accountability in patrols, and allows all security documents to be generated in electronic format. The patrol consists of approximately 60 checkpoints with tasks varying from refrigeration temperature control to emergency exit door checks.

The Visitor Management System has been customized to document a great deal of information. Through the use of barcodes, the system is able to track all personnel and visitors on site, property release forms, will-call items, equipment usage and time-keeping confirmations. This system has also been modified to document detailed information at the shipping and receiving gate that will be useful when building new facilities.

Results

Mr. Boykin has seen immense value in Securitas' operation over the two and a half years, which continues to grow as we find more tasks for the systems to help manage. Thanks to the solutions implemented by Securitas USA, iHerb.com has experienced a decrease in internal theft, timesheet fraud and driver wait time claims. The information that the systems can record has been invaluable to the management staff.

The security program that iHerb.com and Securitas USA implemented does not stop at this location. This structure will be replicated for future iHerb.com facilities as the company plans to expand its operations into multiple states

