

## How Enterprise-Grade Surveillance and Automation Redefined Efficiency and Security for a Global Home Improvement Retailer

### Overview

This major home improvement retailer operates a vast network of 2,285 stores across North America and the Caribbean. With millions of daily customer interactions and a highly distributed workforce, the organization depends on reliable, modern IT and security infrastructure to maintain operational excellence.

For nearly two decades, the retailer has partnered with Black Box as one of its most strategic technology providers. Over the years, Black Box has delivered turnkey IT infrastructure for more than 2,000 new stores, including structured cabling to support point-of-sale systems, audio-visual platforms, digital displays, and security solutions. As retail operations evolved, the company sought to modernize two critical areas – pricing operations and in-store security to drive efficiency, reduce losses, and stay ahead of emerging challenges.

### AT A GLANCE

#### CHALLENGES

- Manual price tag updates consuming significant associate time and increasing the risk of pricing errors
- Legacy analog CCTV systems producing low-quality footage, limiting theft identification and evidence collection
- Rising shrinkage and loss prevention challenges across a large, geographically distributed retail footprint
- Need for consistent technology deployment and maintenance across thousands of locations

#### SOLUTIONS

- Enterprise-wide rollout of electronic shelf labels integrated with existing MPLS networks
- Phased upgrade from analog CCTV to IP-based 4K surveillance systems
- End-to-end installation, structured cabling, and ongoing maintenance services
- Deployment of advanced cameras with facial recognition and high-detail capture capabilities

#### RESULTS

- Significant improvement in retail associate efficiency through automated price updates
- Reduced operational costs and pricing errors across all stores
- Dramatic enhancement in loss prevention capabilities
- Estimated savings of more than \$1 billion over three years due to reduced theft

#### BENEFITS

- Faster, error-free price changes managed centrally
- Improved customer experience through accurate and consistent pricing
- High-definition visual evidence to support law enforcement and internal investigations
- Scalable, future-ready infrastructure aligned with long-term retail modernization goals



## Challenges

Updating price signage across thousands of stores was a labor-intensive and time-sensitive task. Store associates were required to manually replace paper tags whenever prices changed or promotions were introduced. This approach diverted staff from customer-facing responsibilities and increased the likelihood of inconsistencies or errors across locations.

At the same time, the retailer faced growing loss prevention challenges. Most stores were equipped with outdated analog CCTV systems that produced grainy footage, making it difficult to clearly identify shoplifters or provide usable evidence to local law enforcement. As shrinkage risks increased, the limitations of the existing surveillance infrastructure became a significant operational concern.

The retailer needed scalable, modern solutions that could be deployed consistently across its entire footprint without disrupting daily operations.

## Solutions

Black Box led two parallel, enterprise-wide initiatives to address these challenges.

To modernize pricing operations, Black Box designed and implemented an electronic shelf labeling solution integrated with the retailer's MPLS network. This system enabled marketing teams at corporate headquarters to update prices centrally and transmit changes wirelessly and instantaneously to electronic price tags across every store. The rollout was completed in April 2020, initially focusing on high-value appliances, with additional phases planned for garden centers and outdoor equipment. To strengthen security, Black Box executed a phased upgrade from analog CCTV to state-of-the-art IP-based surveillance. Each store was outfitted with up to 25 high-resolution 4K cameras from Axis Communications, positioned at cash registers, entrances, exits, and parking areas. The cameras provide crystal-clear imagery, facial recognition capabilities, and the ability to capture fine details such as license plate numbers.

Black Box delivered full lifecycle support for both initiatives, including installation, structured cabling, and ongoing maintenance across all locations.

## Results

The impact of the combined solutions was immediate and measurable. Automated price updates significantly reduced manual effort, improved accuracy, and freed store associates to focus on customer service. Pricing consistency across all locations improved, supporting both operational efficiency and customer trust.

The upgraded surveillance infrastructure transformed the retailer's loss prevention capabilities. High-definition video footage enabled faster identification of theft incidents and provided actionable evidence for law enforcement. Even before full deployment, the retailer estimates that the new IP-based camera systems have contributed to more than \$1 billion in loss prevention savings over a three-year period.

## Why Black Box?

The retailer continues to rely on Black Box as a long-term strategic partner due to its ability to deliver standardized, high-quality deployments at enterprise scale, including across international locations. Black Box's strong focus on technology innovation enables the retailer to adopt emerging solutions that address real-world operational and security challenges, while its turnkey, vendor-agnostic delivery model ensures seamless integration, world-class support, and long-term accountability. This enduring partnership underscores Black Box's proven capability to execute complex, high-impact initiatives across thousands of sites, driving efficiency, strengthening security, and delivering measurable business value across the retail ecosystem.