



**ACW Corporation Uses StoreAudit™ to Improve Customer Service  
Remote Video Audit Service Produces Actionable Data  
October, 2014**

Digital Video Solutions, Inc. (DVS), a national provider of managed physical security services, is pleased to announce that ACW Corporation, a Delaware-based Franchisee of Arby's Restaurant Group, Inc., has successfully used the Remote Eyes® StoreAudit service to improve its customer service by dramatically reducing the amount of time required to fill customer orders. StoreAudit is a remote video audit service that uses existing CCTV equipment to review store performance and provide management with detailed operating data reports.

According to Christy Gilligan, Vice President of ACW Corporation, "The StoreAudit service has been instrumental in allowing me to get a handle on our customer order fulfillment times. In our business, speed of delivery is everything and can mean the difference between a profitable store and a store that is having problems. We use mystery shoppers to gather data, but mystery shoppers are expensive and limited in how frequently they can canvas our stores. StoreAudit is not only cost effective, it literally can be used in all of our stores at the same time."

Gilligan continues, "The team at DVS has been essential to making the audit process smooth and productive. The DVS guys have helped us improve our camera systems, camera positions, and network access. And DVS has worked hand in hand with our management team to help us digest the audit data and determine procedures and training practices that need improvement at each store. The ROI we have achieved from our investment in the StoreAudit program has been huge."

***About Digital Video Solutions, Inc.***

DVS is a national security systems integrator and provider of managed physical security services, including iCCTV™, iDoor™, StoreAudit for Retail and Hospitality, and SiteAudit for Property Managers. DVS has been an Authorized Reseller of Remote Eyes products and services since 2008. Visit DVS on the Web at [www.digitalvideosolutions.biz](http://www.digitalvideosolutions.biz) or e-mail DVS at [sales@digitalvideosolutions.biz](mailto:sales@digitalvideosolutions.biz).

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