

Moving From Guards-Only to Integrated Security

A Practical Guide for Commercial Property and Retail Security Leaders

The Recurring Issue

Guard-heavy programs are among the largest controllable expenses on a security budget and are sensitive to wage, overtime, and liability costs.

Even well-run teams struggle to provide continuous coverage across large campuses, structured parking, and multi-tenant retail environments.

The Security Solution

Integrated or hybrid security uses security technology to extend coverage while deploying security professionals where human judgment and de-escalation matter most.

A typical hybrid security plan includes a combination of the following security solutions to effectively protect properties:

- On-site security professionals focused on presence, customer service, and incident response.
- Remote video monitoring and voice-down to watch more areas and intervene earlier.
- AI-driven video analytics to detect suspicious behavior, ORC patterns, and safety issues in real time.
- Smart access control, alarms, and IoT devices that all report into a unified monitoring and response workflow.

Key Hybrid Security Stats

Slashing Security Costs By Up to 40%

Properties that transition from guards-only to hybrid security typically reduce total security labor costs by about 20–40% while improving coverage.

\$72K in Annual Savings

The average retail shopping center saves about \$72,000 annually and increased documented coverage across the site.

\$112 Billion in Retail Theft in 2022

U.S. retailers lost over 112.1 billion dollars to theft in 2022, with projections reaching about 150 billion dollars by the end of this year.

Up to 30% in Shrink Reduction

Retailers implementing AI video analytics in self-checkout and high-risk zones have seen shrink drop as much as 30% in the first year.

Near-100% Resolution without Police Dispatch

Live monitoring programs resolve more than 99.8% of incidents using voice-down and remote intervention without requiring police response.

Ready to see what an integrated security program could do for your property?

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