Lumana

SpinXpress Laundry

Providing a new, more secure laundry experience with AI video security

Location: Texas | Industry: Retail

Background

SpinXpress is a rapidly growing chain of upscale laundromats headquartered in Houston, Texas, known for its modern, 5-star experience and technology-driven approach to laundry services. Since its inception in 2017, SpinXpress has expanded to 21+ locations, with more under construction and growing rapidly. Each SpinXpress location is meticulously designed to transform the traditional laundromat experience by delivering a premium service featuring amenities such as cashless transactions, in-person attendants, personal laundry services, and more. As SpinXpress expands, maintaining a secure environment for customers and staff while optimizing operational efficiency has become increasingly critical.

Al Patel, one of the owners and partners of SpinXpress, oversees all aspects of the business, including security. With multiple locations across Texas, Patel needed a robust and scalable security solution to provide real-time visibility and keep pace with the company's vision for the future.

The Challenge

Outdated architecture | **Inefficient software** | **Difficult to manage**

Before partnering with Lumana, SpinXpress relied on traditional video security systems like Amcrest and NVMS. These systems, though functional, were outdated and inefficient, often requiring significant time and effort to accomplish basic tasks, such as retrieving video footage. The lack of real-time alerts and cumbersome system management also left Patel and his team needing a more innovative, AI-focused solution.

"The old systems were just not cutting it. Pulling a 30-second recording could take up to an hour, and the customer support was virtually non-existent. We needed something that could integrate with our existing cameras, was scalable, kept up with the demands of our business, and provided real-time insights into what was happening across our locations," says Patel.

As SpinXpress expanded, the limitations of their existing security infrastructure became more pronounced, leading Patel to seek a modern solution that could offer a more intelligent, more intuitive security experience.

The Solution

After evaluating several AI video security systems, Patel chose Lumana for its ability to integrate seamlessly with existing cameras and provide advanced AI-driven features. Lumana's modern video management solution and its real-time alert capabilities offered the comprehensive and scalable solution that SpinXpress needed to enhance security and operational efficiency.

"We chose Lumana because it was the only system that could integrate with our existing cameras while offering advanced AI capabilities in a modern, user-friendly interface," Patel explains.

With Lumana, SpinXpress upgraded its security infrastructure, moving from a reactive approach to a proactive one. When issues arose, Patel could immediately inform his team and notify security personnel to mitigate potential damages. Lumana enabled Patel and his team to monitor activities across all locations from one centralized platform, creating safer environments for his customers.

The Results

Implementing Lumana's AI video security system has significantly improved security operations at SpinXpress, providing proactive insights, real-time visibility, easy system management, and powerful investigative tools.

Seamless deployment and streamlined security operations

"The biggest reason we chose Lumana was because we could easily bring modern software and advanced AI capabilities into our existing cameras," says Patel. "I evaluated 10 other vendors, where some required us to rip and replace everything, offered very limited AI, or had software that felt as outdated as what I was currently using. The fact that we could use our existing cameras, and we weren't penalized for this, made a huge difference in costs and our transition to a modern AI system."

This seamless integration with existing cameras allowed Patel to modernize and bring AI to his security infrastructure without costly hardware replacements, minimizing disruptions and enabling his team to focus on daily operations.

"User experience was another huge factor," Patel explains. "With the old system, it would take me an hour to pull a video clip, and training my leadership team to use the system was a nightmare. With Lumana, everything is much simpler. The software is easy to use, the learning curve is minimal, and training my team is fast and efficient. Now I have visibility over all my locations, and my managers have an intelligent solution they can use to ensure the best experience for our customers. I'm confident that as we expand to other states, Lumana will grow with us without adding complexity."

Patel no longer has to deal with the inefficiencies of outdated systems. Instead, Lumana offers an easy-to-deploy, manage, and maintain solution for the future.

Proactively manage security across multiple locations

With Lumana, Patel can centrally monitor all his locations in real time and set up proactive alerts for potential security risks. Whether it's detecting after-hours activity, unauthorized access, suspicious behavior, specific people of interest, or license plates, Lumana's advanced capabilities allow Patel to stay ahead of potential threats and ensure the safety of his customers and staff.

"Our old system did not provide real-time alert capability, and we could only respond after incidents had already happened. Lumana allows us to set up AI alerts to get ahead and address an incident before it becomes a bigger issue," says Patel. "For example, I can create an alert when a person who has caused problems for us in the past appears in the parking lot at any of my locations. When this person is detected, I can immediately share footage with my team to resolve the situation before something bad happens. Having the ability to detect unwanted activity and share that information within minutes has made my life much easier and my laundromats much safer."

Enhanced accountability and cost savings

SpinXpress can now monitor all locations, detect particular activity, and easily search through millions of hours of footage in seconds from one centralized platform. By bringing these advanced capabilities together, Lumana has helped improve accountability within SpinXpress's daily business operations, particularly when managing third-party services like security and cash handling.

"Lumana's video search functionality has been a game-changer," says Patel. "If I need to locate footage, I can enter my search criteria, and the system automatically scrubs through all my footage and quickly presents exactly what I'm looking for. If I need to share the footage, I can do so in just a few clicks. This level of video search and sharing capability has given our leadership team the power to quickly review activities in question, which has already saved us considerable time and resources."

For more information about SpinXpress, visit www.gospinxpress.com

"Lumana has transformed how we manage security at SpinXpress. With its advanced AI capabilities, I can respond to incidents in real time, ensure the safety of our customers and staff, and streamline our operations. Lumana is the backbone of our security strategy, allowing us to focus on growing our business while maintaining peace of mind."

- Al Patel, Partner, SpinXpress