

CASE STUDY

UNITED PACIFIC & 3SI's TECHNOLOGY: SUCCESS IN STOPPING REPEAT ROBBERIES

SNAPSHOT

COMPANY: United Pacific

INDUSTRY: Convenience Retail

SCALE: 622 locations

THE CHALLENGE: High rates of robbery and burglary, employee-orchestrated theft, and the need to scale incident response.

THE SOLUTION: Strategic deployment of covert 3Si GPS Trackers, highly focused workforce training, and verified intelligence sharing directly to local police dispatch.

THE CHALLENGE

A GROWING EPIDEMIC OF RETAIL VIOLENCE

Scaling a retail brand successfully requires proactive, layered security parameters that protect a company's most critical asset: its workforce.

For United Pacific, managing security across a large convenience retail network required an approach that could scale consistently across hundreds of locations. Traditional monitoring methods were no longer sufficient as the company experienced repeat robberies, aggressive burglaries, and increasing operational complexity.

Criminal tactics were escalating, involving armed suspects and vehicles used to rip ATMs through storefronts. Furthermore, United Pacific struggled with internal collusion, where employees helped accomplices perform robberies.

Beyond the physical loss of assets, the trauma from these violent incidents led to many workers' compensation claims. United Pacific needed a streamlined incident workflow to break this cycle. They required a tool that operated alongside standard emergency call flows and equipped local law enforcement with the exact verified intelligence needed to safely intercept active threats.

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THE SOLUTION

STRATEGIC DEPLOYMENT & VERIFIED INTELLIGENCE

To combat these threats, United Pacific coordinated with 3Si's local law enforcement agency partners to deploy covert GPS Cash and Tobacco Trackers. Recognizing that an uninformed response puts officers and employees at risk, the company established a secure data-sharing pathway directly to police dispatch.

A foundational element of this deployment was United Pacific's highly focused confidentiality training protocol. Because absolute secrecy is the linchpin to deterring outside actors and dismantling internal collusion, loss prevention leadership anchored their staff training to a memorable pop-culture touchstone: the movie **"Fight Club."**

Every employee at a tracker-equipped location underwent this mandatory briefing. During a robbery, staff were empowered to treat the covert tracker as standard inventory and hand it over without hesitation, avoiding any confrontation.

THE WORKFLOW IN ACTION

A VERIFIED ROBBERY RESPONSE

The effectiveness of this direct intelligence sharing was tested during an aggressive incident at a United Pacific/Rocket Store location. Three heavily armed suspects exited two vehicles and stormed the store.

As part of that training, the associate transferred the covert tracker with the cash. Once activated, verified location information was delivered directly to police dispatch, providing responding officers with real-time situational awareness throughout the incident.

Equipped with this actionable intelligence, police arrived on the scene within minutes. Dispatchers relayed advanced situational awareness to responding units, including live directional tracking and vehicle descriptions. Officers set up safely ahead of the target, initiating an informed pursuit that resulted in successful apprehensions.

Beyond supporting law enforcement, the process also helped reinforce employee confidence. Knowing that verified information had already reached responding officers allowed employees to focus on their own safety while law enforcement coordinated the response.

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THE RESULTS

BREAKING THE CRIME CYCLE

As the program matured, United Pacific expanded its investment in tracking technology and established processes to quickly return deployed devices to service, helping maintain operational readiness across its retail footprint.

>100

The customer estimates that without the 3Si GPS Technology and the ability to send the situational awareness directly to local law enforcement, they would likely have experienced "at least 100 more robberies and burglaries."



Historical Baseline (Pre-Tracking)

55 ROBBERIES

ACROSS APPROXIMATELY 300 STORES

Current Baseline (Post-Tracking)

25 ROBBERIES

ACROSS APPROXIMATELY 600 STORES, INCL. 98 OPERATING 24/7

THAT'S AN 80% REDUCTION YOY

High Apprehension Success

The company currently experiences a **75% or higher apprehension rate** when a 3Si tracker is involved.

Internal Theft Mitigated

Employee-orchestrated **theft has been reduced** at all deployed locations.

Zero Stress Claims

Most remarkably, since deploying GPS technology, United Pacific has had **zero workers' compensation stress claims filed** following a robbery at a tracker location.

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CASE STUDY

UNITED PACIFIC & 3SI's TECHNOLOGY



"It's the simplest, cleanest solution to fix the problem."

— Senior Risk Management

A UNIFIED PARTNERSHIP FOR A SAFER COMMUNITY

The program's success has shifted the internal culture at United Pacific. The executive team now maintains a standalone budget specifically for tracking technology, while 3Si's dedicated support ensures that any deployed or recovered tracker is put back into active service within a week.

The program also strengthened collaboration between the retailer and local law enforcement. According to United Pacific, the technology was initially introduced through a law enforcement relationship and has continued to support coordinated responses by providing verified, dispatch-ready intelligence during active incidents.

For the customer, the operational takeaway is absolute: "It's the simplest, cleanest solution to fix the problem," said a Senior Risk Management Leader at United Pacific.

ABOUT 3Si

- 55+ years of experience and specialized knowledge in the Security field
- 24/7/365 US-based support
- Long-term relationships with the industry, built on trust and satisfaction
- Partnered with over 10,400 law enforcement agencies
- Over 21,000 criminals apprehended and $156M in assets recovered

Explore How We Support Retail Security

SEE SOLUTIONS FOR RETAIL

Talk To Our Team

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