Gridless Customer Story

How Retail Property Managers Teamed up with Local Law Enforcement to Shut down Organized Crime







76% of retailers say ORC has become more of a concern within the past year.

NRF Impact of Retail Theft Violence 2024 Report

Fairfield Place, a shopping center managed by Waters Retail Group, was experiencing escalating losses from organized retail crime. The West Whiteland Police Department was inundated with incident calls.

Challenge

Because the photocell-controlled parking lot light poles only turned on at night, traditional security camera setups would have required major electrical work, an expensive and inefficient option.

Solution

WRG and WWPD partnered with Gridless to power Axis license plate recognition (LPR) capable cameras at every entrance and exit. The smart battery system delivers reliable, round-the-clock power and connectivity, without costly electrical upgrades, making the solution both flexible and scalable.

Inside the Fairfield Place Case →

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How a Major Retail Theft Was Solved in Hours

Soon after the Gridless-powered camera system went live, Ulta Beauty at Fairfield Place was struck by a large-scale theft. A group of women fled the store with thousands of dollars in stolen merchandise.

Local media covered the takedown: Philadelphia 6abc Action News reported on the bust, crediting the partnership between WRG, WWPD, and the new technology for stopping the crime ring and recovering the merchandise.

With Axis bullet cameras monitoring every entrance and exit, WWPD was able to capture vehicle license plates immediately. Within hours, they identified the getaway car and apprehended three suspects. Police recovered approximately $20,000 in stolen goods across multiple retailers, including Ulta, DSW, Kohl's, and Macy's, spanning three different counties.

> "With every entrance and exit we have covered with the Gridless system, we have solved crimes within an hour as opposed to days or weeks."
>
> *— Detective Sergeant Jeff McCloskey, West Whiteland Police Department*

Source: Philadelphia 6abc Action News

Real-time Results

Crime Solving:
A theft ring targeting multiple major retailers was stopped in hours.

> "It's been beneficial for us, the police department, and our tenants. It has kept theft down. It makes the shopping center feel safer. It's definitely worth the investment."
>
> *— Brittany Mackrides, Commercial Property Manager, Waters Retail Group*

Cost Savings:
WRG avoided two-thirds of the costs tied to electrical upgrades.

Safer Community:
Safer spaces, fewer thefts, & plans to expand to other areas underway.



Want to learn more about why property management groups and PDs go Gridless?

Contact us to see how our system can protect your properties and streamline security.

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