PERCEPTION IOT

The ROI of Cloud Video, Access Control & Remote Monitoring

A business case for multi-site commercial facility managers

Connected physical security pays back in three ways: the guard hours it displaces, the losses it prevents, and the time it removes from every incident investigation and credential change. Guard-hour displacement is the most predictable of the three. Loss avoidance is the largest — and the one that decides whether a bad night costs a shift report or a quarter.

1. Cost of a Single Security Event

Scenario	Cost CAD	Source
Property stolen, non-residential daytime burglary	**~C$6,770**	FBI crime data (2023), via Statista (US$4,889)
Average burglary offence, all types	**C$3,680**	FBI Uniform Crime Report (2019), US$2,661 — US$3.0B in total losses
Median occupational fraud case	**C$200,700**	ACFE *Report to the Nations* (2024), US$145,000 — median case ran 12 months before detection
Average supply-chain theft incident, US & Canada	**C$379,200**	Verisk CargoNet (2025), US$273,990 — 3,594 events, ~US$725M, losses up 60% year over year
Retail shrink as a share of sales	**1.6% — US$112.1B**	NRF National Retail Security Survey (FY2022)

Planning figure for a single unmonitored after-hours incident: **C$7,000 – C$380,000** — driven almost entirely by what is stored on the site and how long the intruder is left undisturbed.

2. Operational Savings

Lever	Typical Result	Basis
Remote monitoring displacing a manned post	**C$271,560 / yr**	Cost of one 24/7 guard post: 8,760 hours at a C$31/hr contracted rate, against a C$20.00/hr median guard wage in Ontario (Job Bank / Statistics Canada LFS, 2023–24) plus burden and margin.
Video verification of alarm events	**94–98% false**	ASU Center for Problem-Oriented Policing: share of burglar alarm calls that are false; ~36M activations and ~US$1.8B in policing cost annually. Municipal false-alarm fines sit on top.
Prioritised dispatch on verified alarms	**AVS-01**	TMA AVS-01 Alarm Validation Scoring (ANSI-approved 2023) grades alarms 0–4 by threat level; video evidence is what moves an event up the scale.
Credentials replacing mechanical keys	**No rekeying**	Access control revokes a lost or departed credential instantly; a lost master key means a locksmith call-out and a rekey across the affected cores.
Insurance treatment	**Premium credits**	Insurers commonly credit professionally monitored alarm and video systems; the Electronic Security Association cites 15–20% on the residential side.

3. Why This Matters

- **The most expensive security hour is the one nobody watched.** A manned post is the highest-cost and least auditable form of coverage in a facility budget — more than a quarter of a million dollars a year at one site, with no recording of what was or was not checked. Remote monitoring converts that spend into evidence.

- **False alarms are a recurring tax you already pay.** Between 94% and 98% of alarm calls are false. Every one of them is a municipal fine, a guard call-out, or a police relationship you spend down. Video verification is what separates a real event from the other fifty.
- **Keys are an unbounded liability.** Every departure, every contractor, every lost fob is an open question you cannot answer and cannot close — unless the credential can be switched off from a browser and the door log can prove it was.
- **Internal loss runs long.** The median occupational fraud scheme lasted 12 months before anyone caught it, and organisations lose an estimated 5% of revenue to fraud each year. Door-level audit trails and reviewable video collapse that detection window.
- **Multi-site is where the old model breaks.** Separate DVRs, separate keyways and separate guard contracts do not aggregate. One cloud platform across the portfolio is the difference between managing six sites and managing six vendors.

4. Modelled ROI — 6 properties, 96 cameras, 42 doors

Line item	Annual value	Basis
Guard coverage reduced from 12h to 4h nightly at one site	**C$90,520**	2,920 hours displaced at C$31/hr contracted (Job Bank-anchored).
After-hours incidents avoided or interrupted, 2 per year	**C$28,000**	C$14,000 per incident — between the FBI all-burglary average and the CargoNet supply-chain average.
False-alarm fines and guard call-outs avoided	**C$8,400**	6 sites × 4 events/yr × C$350 combined fine and call-out.
Rekeying avoided on turnover and lost keys	**C$19,800**	6 sites × 2 events/yr × C$1,650 locksmith and hardware.
Investigation time recovered	**C$5,760**	24 incidents/yr × 4 hours saved × C$60/hr loaded facilities rate.
Insurance premium credit at 5%	**C$4,250**	Applied to a C$85,000 combined property and liability premium.
Total modelled annual benefit	**C$156,730**	
Deployment across 6 properties (one-time)	**(C$200,000)**	96 cameras at ~C$975 and 42 doors at ~C$2,500, installed and commissioned.
Cloud video, access control and remote monitoring	**(C$58,000 / yr)**	Licences, retention, hosting and the monitoring service.

Payback 24 months • 3-year net +C$96,190 (ROI 26%) • 5-year net +C$293,650 (ROI 60%)

Sensitivity: remove the guard-displacement line entirely — for a portfolio that never used guards — and the remaining C$66,210 of annual benefit still exceeds the C$58,000 running cost, so the platform carries itself on loss avoidance and administration alone once deployed.

> **Bottom line:** Displacing eight guard hours a night at a single site covers the entire portfolio's running cost with room to spare. Everything else — the interrupted break-in, the fine you did not pay, the rekey you did not order, the footage you could produce in four minutes instead of four hours — is what turns a security line item into a return.

Sources

Loss and event costs: FBI Uniform Crime Reporting, *Crime in the United States 2019 — Burglary* — ucr.fbi.gov. FBI property-crime data (2023) via Statista, *Average value of property stolen during burglaries in the US by location*. Association of Certified Fraud Examiners, *Occupational Fraud 2024: A Report to the Nations* — acfe.com. Verisk CargoNet, *Cargo Theft Losses Surge to an Estimated US$725 Million in 2025* — verisk.com. National Retail Federation, *National Retail Security Survey 2023* — nrf.com.

Operational savings: Government of Canada Job Bank / Statistics Canada Labour Force Survey, *Security guard wages, Ontario* (2023–24 reference period) — jobbank.gc.ca. Bank of Canada daily exchange rate, 4 September 2026 — bankofcanada.ca. Sampson R., *False Burglar Alarms, 2nd Edition*, ASU Center for Problem-Oriented Policing (Guide No. 5) — popcenter.asu.edu. Partnership for Priority Verified Alarm Response / The Monitoring Association, *TMA-AVS-01 Alarm Validation Scoring Standard* — ppvar.org. Electronic Security Association, *Insurance Discounts and Alarm Systems* — alarm.org.

All modelled figures are Canadian dollars. US-sourced per-incident costs are converted at C$1.3840 per US$1 (Bank of Canada, 4 September 2026); US-wide aggregate figures are left in US dollars and labelled as such. Sourced figures are published averages and survey results. Portfolio size, camera and door counts, guard rates, event frequency, insurance premium and programme pricing in Section 4 are stated modelling assumptions for illustrative business-case purposes; actual results vary by site, jurisdiction, existing coverage and insurer.