



# Canadian Fur Company: A Security Relationship That Withstood the Test of Time

Pittsburgh-based Canadian Fur Company, a fourth-generation retail and online store that sells furs, shearlings, leather goods and knitted fur accessories, entrusted its security needs to Vector Security for 80 years.

## LONG-STANDING SECURITY HISTORY



The company opened its doors in January 1919 as a family-owned business.

In 1935, it relocated to Penn Avenue, where the lobby of Heinz Hall is today. Just a year later, The Great St. Patrick's Day flood hit Pittsburgh with water levels reaching 46 feet. Looting was rampant, and without flood insurance, Canadian Fur Company lost everything.

To protect itself from future losses, Canadian Fur Company signed with a security company in 1936 that later became part of Vector Security. At the time, the security company served as a private police force for the retailer, offering armed guards and basic monitoring services.

Back then, security was a different affair from today's environment:

"As a young man, I can remember the security people carrying guns," said owner Keith Rosenstock. "There was also monitoring; they had a gray, metallic shield you would put on your window that was electrically charged. That's how your monitoring was done."

## EVOLVING SECURITY TOGETHER

As the security industry and Canadian Fur Company's needs evolved, Vector Security's offerings did too. In recent years, Canadian Fur Company relied on Vector Security for motion and smoke detection (at both its retail store and storage facility), security alarms, video surveillance, and monitoring of its 100-year old safe.

In the 25 years that Rosenstock ran Canadian Fur Company, there were numerous instances in which he was notified of potential threats by Vector Security's monitoring team. For example, one Christmas morning, the company's motion-detection system detected a leaky pipe in the store, allowing Rosenstock to proactively remedy a potential costly pipe burst before damage could ensue.

The security solutions also helped alleviate Rosenstock's fears of armed robbery, after-hours break-ins and shoplifting. Though attempts were made, Canadian Fur Company never experienced a successful after-hours break-in with Rosenstock at the helm.



## MORE THAN JUST SECURITY



Break-ins were thwarted by alarms, gates over glass openings and reinforced steel entrances. Shoplifting was eliminated with in-store surveillance, while vandalism ceased after two occurrences when a camera was installed in the entranceway that captured images outside the front doorway.

In addition, when an alarm was triggered, Rosenstock recalls that Vector Security often arrived onsite prior to the police, since, at the time, its monitoring center was only a block from his store.

“When you look at the number of instances where we suffered a loss over this many years, I can’t remember a time where I can say ‘this loss was Vector Security’s fault,’” said Rosenstock. “Vector Security did more than they had to do in every instance...they really did.”

The biggest value, however, has been in the relationship, according to Rosenstock.

“Over the years, the relationship has become more important than the transaction,” he said. “I’ve always had the feeling that Vector Security’s people really care, and they take their job seriously. Those are rare qualities in business today.”

He recalls one instance where he had hired a local photographer and model to shoot fur-related fashions at his store. During the shoot, Rosenstock accidentally locked all three of them out of the store. “It took Vector Security less than 20 minutes to get to my store and let me in on a weekend,” he said. “I don’t think you get personal service like that from a lot of other security companies.”

That long-standing relationship and top-notch customer service is the reason that Rosenstock stayed with Vector Security for so long—even when approached about switching providers.

“You can’t leave someone you know that long just to save a few dollars each month,” he said. “It’s not worth it. In every relationship, there are bumps in the road, but I really think that Vector Security has been first rate. I’m glad that our business stayed with them as long as we did.”

Alas, all good things must come to an end and upon Rosenstock’s retirement, Canadian Fur Company closed its doors on January 9, 2016 after 96 years in business. They were one of Vector Security’s longest-running customers.

“I’m sad to close in many ways,” said Rosenstock. “But I want to thank Vector Security for the service they provided to me and my family over the years...they have truly been outstanding and I am very grateful to them.”