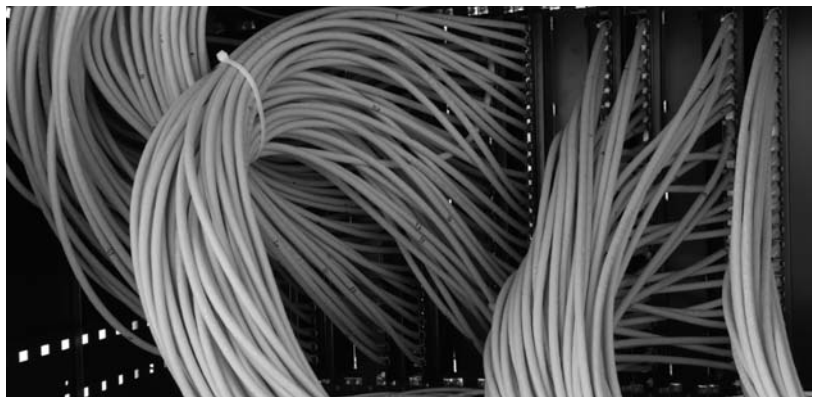


CASE STUDY

One-Stop Security Program Management

Manages enterprise-wide security for geographically distributed sites from a single point of contact



“You are our eyes and ears in the field.”

– Niscayah Telecom Client

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NISCAYAH

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Niscayah has built a reputation for its unprecedented ability to tailor solutions to individual client needs rather than vice versa. The resulting client/vendor synergies have benefited both partners, especially so in the key area of enterprise-wide security management. One very successful partnership, with a major telecom client seeking more efficient security management for its diverse sites, over time developed into a Niscayah centralized program management offering with an international reach and multi-industry implications.

The telecommunications provider was using access-control and CCTV surveillance equipment that had been installed by many different local electricians across its US-based holdings. The property included administrative buildings and campuses, data and network operations centers with high security requirements related to critical infrastructure, call centers, and vehicle and equipment staging areas and yards – altogether over 2,500 separate units needed securing, with over 120,000 personnel requiring access on a 24/7 basis.

“The client was dealing with a wide range of electricians who did the local installations,” explained Susan Meehan, who is now the telecom provider’s National Program Manager with Niscayah. “They came to us saying, ‘We want to deal with one entity,’ and they were adamant! But it wasn’t only the frustration and lack of efficiency driving them. It was also the need for tightened security – loss prevention had become an issue in metal staging areas – as well as enterprise-wide consistency. Minimizing the people managing physical security and establishing one central point of control enables one strong enterprise standard and much greater efficiency. For example, software changes and updates can be made overnight with a consistent takeoff.”

Security Needs in the Software Industry

Another Niscayah client, a major global software development company headquartered on the west coast, supports over one hundred facilities spread across the globe. “While this client had settled on its enterprise access-control, video surveillance products, and architecture, the company hadn’t found a national security integrator capable of providing consistent delivery across their enterprise,” according to Steve Rimell, Niscayah Program Manager. “An Enterprise access control system had been deployed, but they still needed major upgrades and individual site conversions.”

As with the telecom company, the need for enterprise-wide standardization along with dissatisfaction with multiple vendors and the related problems of inconsistent delivery were also drivers for the software provider to turn to Niscayah for support. Niscayah’s Program Management offering, backed by a proven track record, was the decisive factor.

“You have to have a very strong security program in this industry, because companies typically support multiple sites



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with expensive equipment, which can cross regional and national borders,” Rimell explained. Both Rimell and Meehan concur that one of the biggest security headaches for multi-regional/national businesses with widely distributed sites, are the real estate owners and managers of leased buildings bringing in unauthorized contractors.

Niscayah prepares for onsite security breach detection using both inside and outside accountability tactics. “Back in the early [pre-9/11] days security was often handled by the real estate people, who could be pretty casual about it,” Meehan said. “Even today, when someone in real estate decides to remodel one of our clients’ buildings and neglects to tell security, we’re often the ones to tell the client they may have an issue related to their security standards. We’re frequently in the field doing audits, system work, or training and we see the results of these non-standard conditions,” she noted.

Niscayah has established and implemented a rigorous certification program for all technicians – including temporary contractors preparing to work onsite – on the client’s specific security standards and specifications, leading to individual CAT (CCTV and Access Technician) certification, required of all technical personnel performing installation or service for this client. “Also whenever we are in the field,” Meehan added, “We choose a cluster of sites for random audits – especially focusing on those where contractors are working. Our client calls us their ‘eyes and ears in the field.’”

Program Management Is Key to Long-Term Successful Partnership

At this point, with a nine-year history of partnership going strong, Niscayah’s telecom client has all its US sites being served by the Program Management concept as well as two international sites. The client’s network can easily and cost-effectively integrate with other sites at any location, as the client requires. The program has grown in scope to encompass industry-specific federal regulations, and includes several complementary security disciplines, such as biometrics, database integration services, surveillance monitoring, and operational services on the access control system head end at the client’s security operations center.

The Program Management Solution

- Enterprise-level access control in order to provide real-time database updates across their network to automatically add, delete, or modify cardholder information for all building/area access.
- Organizational standards on product and installation procedures requiring close coordination among several stakeholders including corporate security, corporate facilities, information technology, human resources, and individual business unit management.
- Centralized administration from one point of control within the client organization. On the client side, the Security Director (or equivalent title) manages a team that oversees all facility installations, maintenance, CCTV monitoring, badge control, new security projects, risk analysis and assessments, loss investigations, and security guard deployment.
- On the Niscayah side, a dedicated Program Manager and team provide one point of customer contact for implementations, system maintenance, issue resolution, training and certification of all technical providers, outsourced services, and random client-site security audits and inspections.

Progress for the New Software Client

The more recent software client had developed its enterprise-wide security hardware standard, which encompasses one CCTV vendor and two access-control vendors to accommodate a new system in place when the client purchased a substantial acquisition with its own network of regional sites, according to Rimell.

“We’re doing all the implementation work with new site upgrades,” he explained. “We’re installing RFID-based equipment that will allow wireless as well as smart card technology. And we’re currently rolling out Program Management across all the client’s US sites as we bring them together online. We’ve been partnering for only about eight months, but our success has been evident in client feedback and the key performance indicators we established, including on time account management functions, quality, and on time delivery for field installation and service. We’re anticipating that our client will shortly be where Susan’s client is, because we were able to implement the best practices that we learned there.”

Unique Level of Service

The short-term benefits of Security Program Management are easily quantifiable, resulting in cost savings through increased efficiencies and productivity. And benefits over the long term continually increase with time. “We’ve had the account since the mid ’90s,” said Susan Meehan. “Elsewhere you might see this kind of relationship atrophy over the years. But we don’t get complacent. We’re always looking out for our client’s best interest in ways that will fit within their budget – in fact we sit down and help them develop their annual security budgets. We try to provide unique value in little ways as well as big. For example, when they call in for service they always get one of two people they know well, because those service people sit in on our weekly client meetings. Also our client’s Security Director is too busy to keep up with security news and technology innovations, so we have one of our team members clip all relevant news items for him as part of her job.”

“We ask our clients what they need, and we listen; we don’t try to fit them into our mold,” concluded Steve Rimell.

Niscayah is one of the largest international security systems integrators, offering complete solutions for commercial customers, with specialized offerings in industry segments such as banking, chemical, healthcare, retail, educational and enterprise organizations. Niscayah is part of Niscayah Group AB, an independent company that is publicly traded on the OMX Nordic exchange in Stockholm and has approximately 6,000 employees and operations in 14 European countries, Australia, the United States and Hong Kong.



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