



### Challenges

- Thousands of individual sensors from different systems that didn't share information
- Thousands of security calls received each month when only a couple hundred were important
- Dozens of hours required to learn each system so training became continuous, expensive and time-consuming

### Why Surveillint™

- Leverage existing systems by integrating into command center
- Connect and correlate information from disparate systems for faster response
- Training requirement reduced to a single command and control system

### Results

- Reduced budget significantly by avoiding 'rip & replace'; new system ready to expand for future technologies
- Decreased alarm volume by 40 percent and ASA to 4 seconds
- Operators trained in one day versus weeks

## FORTUNE 50 HEALTHCARE BENEFITS PROVIDER

Company growth by merger or acquisition is an extremely favorable way to grow any organization; the combined companies can generate greater value than the separate organizations by recognizing cost efficiency via economies of scale and enhance revenue through gain in market share. However, along with these benefits comes the practical challenge of integrating people, knowledge and assets from acquired companies—including security systems.

One Fortune 50 healthcare benefits provider spent years acquiring organizations across the U.S. After growing to more than 500 facilities, the company realized it had hundreds of sites with video and access control systems that didn't work together. Furthermore, newly built locations were proactively installing new systems that didn't share information with each other or the corporate systems. Across the organization, this benefits provider had more than 3,600 card readers from three different vendors, more than 3,000 cameras from four different systems, and more than 8,200 alarm points from multiple burglary systems.

### Too Much Information

The news continued to worsen. Each security system required at least one monitoring workstation. For example, multiple workstations were required to monitor the Bosch DiBos DVR systems. The Lenel access control system also needed several dedicated workstations to view alarms and control door activity. This situation applied to each system in the security environment.

Security teams were also required to learn how to operate each system, then monitor and respond to each alarm. The process quickly became overwhelming and cumbersome. Moreover, due to the high turnover rate of employees, security system training had become continuous, expensive and very time-consuming.



After a few weeks of use, Surveillint reduced this customer's alarm volume by 40 percent.

Finally, security agents received more than 3,600 calls from nearly 14,500 alarms each month. On average, only 230 calls per month were considered actual crises. The agents were inundated with false alarms and excess calls.

## Streamline Security Ops and Leverage Legacy Systems

In order to streamline security operations and leverage legacy systems, this customer turned to Proximex™. Proximex designed, installed and implemented its physical security information management (PSIM) solution, Surveillint, to integrate several disparate access control and video platforms into one central command and control center. Surveillint provided a centralized view of the organization's security environment in order to monitor alarms, reduce costs associated with monitoring and improve response times at all locations.

In the command center, the customer installed centralized workstations so one operator can focus on a specific region of the country and manage alarm notifications via graphic maps, video from each location and access control database information.

To extend the life of legacy security systems, Surveillint integrated existing systems and provided additional functionality to further enhance security operations. Surveillint allowed the company to standardize its alarm management process and procedures, thereby improving training and teaching proactive skills to all levels of employees.

## Real Results, Real Fast

After a few weeks of operation, Surveillint reduced this customer's alarm volume by 40 percent with the expectation that the volume would keep decreasing over time. In addition, the average speed to answer a phone call (ASA) was reduced from 18 to 4 seconds. Surveillint helped this budget-conscious company avoid a "rip and replace" strategy. Its ability to leverage existing disparate systems and integrate physical security systems with complex enterprise applications provided this customer with an extremely attractive return on investment (ROI).

## Room for Expansion

Since Surveillint is an open and extensible solution, this customer is ready to incorporate new systems as budget and necessity allow. Because the command center handles more than just security alarms, this customer foresees a larger role for Surveillint by incorporating integrated management of facilities, crisis situations and real estate assets. With this vision, this customer plans to incorporate several enterprise applications like HR, LDAP, building automation, back office and temperature sensing as well as IP cameras and mobile computing devices. Proximex helped this customer overcome today's growth challenges and prepare for the future.