

Case study

Upgrading electronic security systems

Delivering fully integrated security systems for a global professional services company

22

offices across the UK

30,000

mobile credentials using a custom built wrapper application

1,000

access control readers and associated door controllers migrated to Tyco's C Cure 9000

1,000

CCTV cameras migrated to new Tyco Victor/VideoEdge video management system

Deployed

onto the customer's Azure cloud platform

Extensive

integration with multiple business applications

Automated

delivery using Design Automator®



The challenge

To upgrade an aging proprietary security system that could only be modified and maintained by a previous supplier.

To upgrade the access credentials to provide greater security, including a move away from physical access cards to mobile credentials. However, there was no off-the-shelf mobile credential application that would fully meet the customer's requirement.

The replacement security system was to be installed into the customer's Azure cloud environment and managed by their corporate IT team. The chosen system also had to achieve all of the key security functions, audit functions and integrations that were already in place for the original access control system, be well supported and capable of development to meet future requirements.

Replacing an electronic security system across such a large estate is a major exercise with many risks to manage, so the solution would need to be robust, flexible, scalable and proven to provide a long-term solution.



Why LMG?

LMG were selected to undertake the migration as we were able to demonstrate a wealth of experience in deploying technology into a corporate IT environment, not just security systems, but the IT networks that they sit on and the systems they interact with. The customer didn't just want a security specialist, they also needed a technology company.

In addition, we realise and fully understand how to maximise the value of the occupancy data produced by the security systems in the wider context of the built environment, something that the customer is very focused in gaining benefit from.

The solution

After careful consideration of the customer's requirements, we recommended Tyco's C Cure 9000 access control system and VideoEdge CCTV with Victor Video Management, to provide a unified security platform.

Tyco has a comprehensive, well proven range of access control and CCTV products with strong cyber security credentials. By using this single-manufacturer's unified systems, we ensured that everything was designed to work together from the ground up. Consequently, there is no compromise in performance even when system software applications require version upgrades. Prior to release, upgrades are tested for interoperability across the unified platform and firmware for the field devices is always optimised under version control. As the unified platform is being managed by the customer in their cloud environment, we needed version upgrades, integrations and software maintenance to be as seamless as possible.

The security system also had to be proven on both a national and international scale, across multiple offices and integrate seamlessly with many of the customer's third-party systems, including; mobile credential management, physical key management and intruder alarm. Again, Tyco met the brief for this challenging requirement.

The customer placed a high degree of importance on using the security system data output for further analysis, so it was very important that the data was shared with other business critical applications and systems and was able to be tailored to specific requests. To enable this process, we deployed an extended reporting suite (C Cure 9000 BIRS) to expand the system's reporting capabilities. As a result, detailed information for compliance, risk and building occupancy is readily available to all business stakeholders, making the security system invaluable to the organisation's smooth, efficient and effective operation.



In terms of the migration, LMG has a very experienced project team, proven in the delivery of this type of technically complex work. It was particularly important that the system migrations in each building were carried out as seamlessly as possible. Access control migrations can be very disruptive if not well planned. Our approach, as always, was to draw up a detailed migration plan to ensure that the customer's staff were not affected by the change in system or credential, and that the teams managing the systems were supported, ensuring they could maintain their business-as-usual security functions.

The entire migration process and subsequent post migration services are managed by Design Automator®, a software tool that automates the engineering process and ensures we have an accurate record of all devices that were deployed during the project. Automation ensured that the design was deployed in the field with 100% accuracy.

The mobile credential is currently being deployed, replacing physical access control cards. The platform, supplied by HID uses their secure Origo portal, integrated to C Cure 9000. LMG has also developed a customer branded wrapper application for the mobile credential, which enables the customer to control the administration of credentials in line with corporate standards.

We are 100% confident that the solution we have put in place will meet our customer's current and future needs.