Success Story: Nationwide Credit Union

How a multistate credit union used SiteOwl to streamline physical security system management at over 60 branches across the United States.

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Security Challenge Overview

Keeping credit union employees and customers safe is of the utmost importance for security directors. To provide the necessary level of security, financial institutions rely on physical security systems to protect their people, property, and physical assets from adverse actions that could cause damage or loss.

The efficiency of physical security systems, from video surveillance cameras to access control doors, is always a priority for a security director for a growing financial institution. However, when considering the management of physical security systems, one of the most crucial steps overlooked is lifecycle management.

In this case, the credit union security director realized that using outdated methods such as excel spreadsheets to manage security systems was not efficient.

"Before SiteOwl, I used what I knew best. I designed and tracked changes to our system with Excel spreadsheets and PowerPoint slides."

– Credit Union Security Director

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Security Solution Overview

Credit union leadership realized they needed a centralized platform to address their physical security lifecycle management challenges. And they knew SiteOwl was the right choice for them because of the many benefits it offered.

Before SiteOwl...	With SiteOwl...
(–) Managing security systems across multiple branches	(+) Comprehensive lifecycle management platform to maximize uptime and centrally manage all security asset information.
(–) Inaccurate or incomplete security system data	(+) Detailed status and device information across every branch from one central platform.
(–) Poor visibility of system issues and contract staff performance	(+) Complete visibility with real-time activity tracking and a centralized system of record.
(–) Lack of standardized security system management practices	(+) Tools that facilitate standardized deployment and maintenance.

Now let's learn how SiteOwl helped this credit union streamline processes and optimally manage its security infrastructure...

Challenge: Managing security systems across multiple branches

Before SiteOwl...	With SiteOwl...
(–) Managing security systems across multiple branches	(+) Comprehensive lifecycle management platform to maximize uptime and centrally manage all security asset information.

Managing an extensive security system is challenging on several fronts from handling continual changes, keeping track of all devices across multiple buildings, risk environments and even several time zones. In this case, the security director realized it would be impossible to maintain robust physical security systems across several states and time zones with paper, pen, spreadsheets, emails, and phone calls.

"When I first started there was no organized system to manage our security systems. An onsite vendor serviced all the security cameras, and managed administratively all physical security systems with minimal oversight."
– Credit Union Security Director

With branches in several states, the security director needed a platform to stay on top of ongoing security system deployments and maintenance issues. The security director could completely revamp the way they operated their security infrastructure using SiteOwl.

This was made feasible in large part by SiteOwl's LIVE view function, which enables customers to make real-time changes using the living floor plan function. SiteOwl LIVE allows users to see all security information represented as part of their security dashboard as well as:

☑ Review all security data on a single dashboard
☑ Perform adds, moves and changes
☑ Access accurate infrastructure information

Challenge: Inaccurate or incomplete security system data

Before SiteOwl...	With SiteOwl...
(-) Inaccurate or incomplete security system data	(+) Detailed status and device information across every branch from one central platform.

Deploying distinct security solutions from multiple vendors, purchasing numerous devices, attending vendor specific training and maintaining several systems is all the more challenging with siloed integrated systems. Consolidating large amounts of data becomes time consuming and inefficient.

"Before SiteOwl, I had to update different spreadsheets for each branch. I had a different spreadsheet for access control and another one for security cameras. Now, I know exactly where each camera is located, device details, and so much more..."
- Credit Union Security Director

SiteOwl's cloud-based platform allows for centralized visibility of a physical security system throughout its lifecycle which enables security directors to:

☑ View detailed status and device information of all security devices.
☑ Quickly generate system tickets and notify key personnel.
☑ Rapidly access critical system information from anywhere using SiteOwl integrated suite of mobile applications.

Challenge: Lack of standardized security system management practices

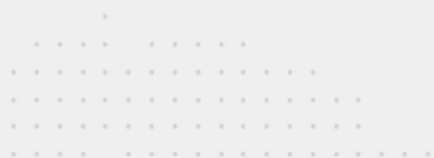| Before SiteOwl...	With SiteOwl...
(–) Lack of standardized security system management practices	(+) Tools that facilitate standardized deployment and maintenance.

Between numerous security cameras, access control systems, and other safety measures implemented throughout the credit union's branches, it is more than challenging for a security director to stay on top of system changes and new implementations.

"SiteOwl allows me to perform quick assessments, check any issues, create tickers, and boom, it's in there so maintenance is pretty easy..."
– Credit Union Security Director

SiteOwl helps security directors implement standardization policies designed to reduce disorganization and confusion for themselves and other system users by enabling them to:

☑ Design security solutions that are scalable and easy to maintain.
☑ Drag-and-drop design tools that make it easy to plan security projects.
☑ Facilitate better communication between service teams and external integrators.

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