

How this leading Transportation and Logistics company transformed security oversight to deliver greater ROI with SiteOwl

With over 200 locations across the United States, the security team needed a way to confidently manage their growing physical security infrastructure. SiteOwl was the partner they chose.

BACKGROUND

This leading transportation and logistics company is one of North America's largest, with operations across the United States, Canada, and Mexico. Managing a fleet of over 12,000 trucks and more than 145,000 trailers and containers, they required an efficient solution to oversee their extensive security infrastructure.

INDUSTRY

Transportation and logistics

COUNTRY

United States

SECURITY INFRASTRUCTURE SIZE

~ 3500 devices

SECURITY TEAM SIZE

< 10 members

KEY CHALLENGES

- Fragmented tools and processes
- Lack of real-time visibility
- Inefficient vendor coordination and accountability
- Manual reporting and tracking
- Inconsistent standards across locations

SITUATION

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We didn't have a standardized way to manage designs or track what was installed where. Each site was handling things differently, and it created a lot of inconsistency.

SOLUTION

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For the first time, we have all the project and device information in one place. It's simplified collaboration with vendors and ensures everyone is on the same page throughout a project.

Tracking warranties and service histories in SiteOwl has helped us cut down on unnecessary costs.

CHALLENGES

To safeguard its extensive operations, the company relies on a security infrastructure of 3,000 IP cameras and 650 card readers. The effort to manage this infrastructure is lead by the Director of Asset Protection, and his team of project managers. However, as the company grew, managing such a large and complex network of security systems became increasingly challenging.

"The sheer scale of our operations and the manual processes we relied on made it difficult to stay ahead of our security needs. We had solid processes in place, but as we grew, it became clear that centralizing information would help us work even smarter and more efficiently."

~ Director of Asset Protection

The company faced several challenges that hindered its ability to manage security systems effectively:

1. Fragmented tools and workflows

The team relied on a patchwork of tools, from Adobe and Visio to marked-up PDFs, to create and manage security designs. Each location approached the process differently, resulting in inconsistencies and inefficiencies. As the team noted, "We didn't have a standardized way to manage designs or track what was installed where. Each site was handling things differently, and it created a lot of inconsistency."

2. Vendor coordination and accountability

The company worked with multiple regional integrators, each managing their own timelines and reporting methods. Communication was often fragmented, with progress updates shared via phone calls or emails.

This left the security team in the dark about project milestones and vendor accountability. "When you're managing multiple integrators across regions, it's hard to track who's doing what. We might meet the techs only at the kickoff call or when the project is wrapping up. That makes it harder to hold them accountable for what happens in between" the team noted.

3. Maintenance inefficiencies

Maintenance processes were equally reactive. The security team often discovered issues, such as malfunctioning cameras, through reports from field staff or during inspections. Proactive tracking of warranties and service needs was nearly impossible, as relevant data was scattered across systems. "If a camera wasn't working, we'd find out from someone in the field or during an inspection, and It wasn't proactive—it was more of a reactive approach," the Director of Asset Protection shared.

4. High operational overhead

Beyond these operational hurdles, managing the sheer volume of work added significant strain to the team. For large installations, project managers frequently traveled to sites for inspections or kickoff meetings, pulling them away from strategic priorities. "For larger installations, someone from my team would have to visit the site to ensure things were going as planned," the Director explained. "That added a lot of time and effort to an already full schedule."

These challenges collectively created bottlenecks that slowed progress, increased costs, and made it difficult to maintain a clear picture of the company's security infrastructure.



SOLUTION

The team came across SiteOwl at ISC West. The short demo piqued their interest and they reached out to learn more about SiteOwl's potential to address their specific needs. "The initial demo showed us the potential, but once we dug deeper, we realized how much it could simplify things for both our team and our vendors. We were especially interested in how SiteOwl could give us real-time visibility into our projects and help us stay ahead with maintenance. That's something we knew could save us a lot of time."

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1. Centralized infrastructure management

One of the first changes SiteOwl delivered was transforming how the company managed its security infrastructure. By consolidating all designs, device data, and project updates into a single, accessible platform, the team gained a holistic view of their operations. This centralized approach also ensured that designs were standardized across all locations, reducing inconsistencies and making it easier to scale operations as the company grew. "Having everything in one place has been a game-changer for us," the Director noted. "It's made collaboration easier and has given us the tools to work faster and more effectively."



2. Vendor coordination and accountability

SiteOwl transformed how the company collaborated with its regional integrators. Through the platform's role-based access, vendors could directly update project progress, upload photos, and flag issues, ensuring everyone stayed aligned. "Our vendors embraced the platform quickly," the team shared. "It's streamlined our work with them and given us greater confidence in project oversight."

By eliminating the reliance on phone calls and emails, SiteOwl reduced delays and improved accountability, allowing the team to focus on higher-level priorities.

3. Proactive maintenance management

Another key benefit of SiteOwl was its ability to transition the team from reactive to proactive maintenance. The platform provided a unified view of warranties, service histories, and upcoming maintenance needs, making it easier to address issues before they escalated. "We're able to address maintenance needs before they become bigger issues," the security team explained. "That saves time and reduces costs."

This capability not only reduced downtime but also allowed the team to allocate resources more strategically, supporting their goal of long-term reliability and efficiency.

4. Seamless onboarding and support

SiteOwl's customer success team worked closely with the team responsible to ensure a smooth implementation. Using a "train-the-trainer" approach, they onboarded all 14 project managers within just 30 days, empowering the team to quickly adopt the platform and see results. As the Director of Asset Protection said "The SiteOwl team has been incredibly responsive. Their support made the transition seamless, and our team was up and running quickly."

By the end of the onboarding process, the team was fully equipped to leverage SiteOwl's capabilities, setting the stage for measurable improvements across their security operations.

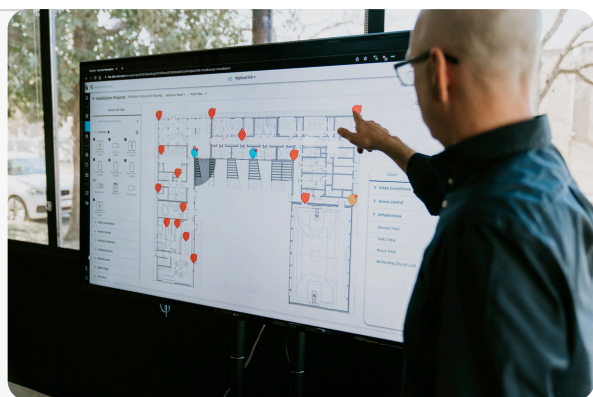
RESULTS

Since implementing SiteOwl, the company has realized significant ROI across key areas, enabling the security team to operate with greater efficiency and control. The platform has simplified project management, improved service resolution, increased team productivity, and offered powerful asset management tools.

- ✓ **20% improvement in operational efficiency, allowing the team to focus on strategic priorities instead of manual processes.**
- ✓ **Faster design process due to accurate scoping and centralized information, resulting in vendor quotes taking as little as two days.**
- ✓ **Reduced downtime and maintenance costs by proactively managing warranties, service histories, and maintenance schedules.**
- ✓ **Improved vendor accountability with real-time tracking tools, ensuring projects were delivered on time and within budget.**
- ✓ **Time savings across project rollouts, eliminating the need to search for scattered information by centralizing all security data.**
- ✓ **Better budget allocation by enabling the team to plan proactively and avoid unexpected costs.**

"SiteOwl has given us the tools to take our security operations to the next level. It's about working smarter, not harder."

~ Director of Asset Protection



Contact SiteOwl today to learn how our platform can revolutionize your security operations and create a safer environment for all.

For more information, visit www.siteowl.com or [request a demo](#).