



CUSTOMER STORY

Banking on efficiency – How a leading financial institution streamlined multi-state security delivery.

Learn how a leading credit union leveraged SiteOwl to save thousands of hours annually and cut project timelines in half.





3Sixty Integrated empowers leading bank with comprehensive control over security installations & maintenance

With over 70 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

A large financial institution with over 70 branch locations sought to modernize its security infrastructure management. As a trusted institution with high-security needs, managing installations, service requests, and maintenance across multiple locations proved to be a significant challenge. The institution turned to 3Sixty Integrated to transform its security operations, reduce inefficiencies, and streamline workflows. Historically, the security team relied on outdated tools such as spreadsheets, PDFs, and manual reports to track security devices and maintenance schedules.

ABOUT SITEOWL

SiteOwl is a security lifecycle management platform that streamlines design, installation, and maintenance for integrators and security teams. Integrators like 3Sixty Integrated benefit from real-time tracking, automated documentation, and enhanced collaboration, ensuring faster, more efficient installations. For security teams, SiteOwl centralizes infrastructure management, offering system health insights, service history tracking, and proactive maintenance tools. By leveraging SiteOwl, 3Sixty Integrated enhances project coordination, reduces inefficiencies, and ensures timely, cost-effective security deployments.

INDUSTRY

Banking & Financial Services

SECURITY INFRASTRUCTURE SIZE

70 Branches and thousands of security devices

SECURITY TEAM SIZE

Small in-house team managing a multi-state security network

KEY CHALLENGES

- Fragmented documentation processes
- Lack of vendor transparency and accountability
- Complex security upgrades across multiple locations

SITUATION

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Coordinating with multiple vendors and ensuring compliance with financial security regulations added complexity to an already challenging process. Project delays, high administrative overhead, and vendor miscommunications led to inefficiencies that increased security risks and operational costs.

SOLUTION

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Before working with 3Sixty Integrated, managing security across multiple branches was frustrating. We spent too much time manually tracking installations and maintenance, leading to unnecessary delays and costs,” said a security manager at the financial institution.

CHALLENGES

Managing the institution's security infrastructure was complex and time-consuming. Prior to adopting SiteOwl, the institution struggled with outdated processes that resulted in inefficiencies, lack of visibility, and significant resource drain.

1. Lack of visibility & real-time tracking

The institution's security team lacked a centralized system to track security infrastructure across multiple locations. This led to delayed service requests, reactive maintenance, and operational inefficiencies. "We struggled to track device status across branches, making it difficult to ensure proper security coverage," explained a security administrator.

2. Vendor coordination issues

Managing multiple vendors across locations created communication gaps and project delays. Without a structured system, security teams had difficulty holding vendors accountable and ensuring work was completed on time. "Before 3Sixty Integrated, we had no clear oversight into vendor performance or project progress," said a project coordinator.

3. High operational costs

Due to inefficiencies in tracking warranties, maintenance history, and project scopes, the institution incurred unnecessary costs on redundant service calls and equipment replacements.

"We often paid for repairs on devices still under warranty simply because we didn't have a centralized system to track warranties," said a security operations lead.

4. Manual workflows & administrative burden

Without automation, security personnel spent hundreds of hours manually logging device information, coordinating vendor schedules, and tracking service requests. This reduced their ability to focus on high-priority security initiatives. "We needed a solution that allowed us to focus on proactive security management rather than administrative tasks," noted a team leader.



SOLUTION

Recognizing the need for a better solution, the bank turned to 3Sixty Integrated. 3Sixty Integrated implemented SiteOwl to provide real-time security infrastructure oversight, improve vendor coordination, and reduce inefficiencies. By leveraging SiteOwl's powerful tracking and automation capabilities, 3Sixty Integrated ensured that every security asset was properly managed, service requests were tracked, and projects were completed with accuracy.

1. Real-time progress tracking & centralized data access

3Sixty Integrated deployed SiteOwl's centralized security dashboard, allowing security teams to track security device status, maintenance history, and project progress across all locations in real time. This eliminated the need for manual reporting and reduced administrative overhead. "Now, instead of chasing paperwork, we have instant access to all security data in one place," said a security coordinator.

2. Streamlined vendor coordination & accountability

With SiteOwl, 3Sixty Integrated provided full visibility into vendor performance, allowing security teams to assign, track, and monitor service requests digitally. Vendors could upload real-time project updates, installation photos, and service reports, ensuring all stakeholders remained informed. "We no longer waste time tracking down vendors for updates. Everything is in one place," a security operations manager noted.

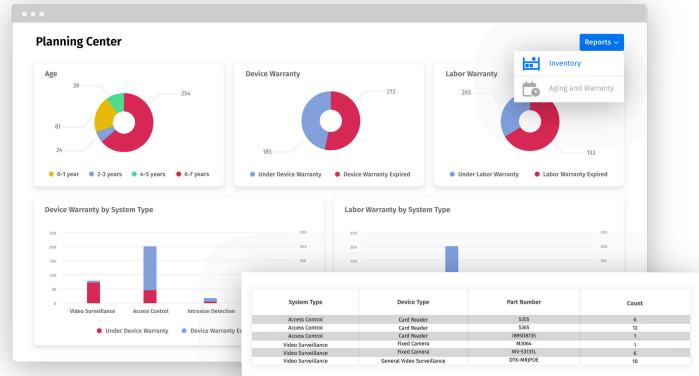
4. Improved cost control & warranty tracking

By leveraging SiteOwl's automated warranty and service tracking, 3Sixty Integrated helped the financial institution eliminate unnecessary service calls and prevent redundant hardware replacements.

"Now we know exactly when a device is under warranty, preventing unnecessary spending," said a procurement manager

5. Improved efficiency & standardized security processes

3Sixty Integrated standardized security processes across all branches by implementing SiteOwl's automated workflows and digital floorplans. This ensured consistent security deployments, faster service response times, and improved security oversight. "We finally have a standardized process for security upgrades and maintenance, making our operations more predictable and scalable," said a security team lead.



RESULTS & IMPACT

Since implementing SiteOwl by 3Sixty integrated, 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.

- ✓ **400+ hours saved annually in administrative work, allowing security personnel to focus on strategic initiatives.**
- ✓ **50% reduction in site visits due to real-time remote monitoring of security projects and service requests.**
- ✓ **10-15% decrease in vendor-related costs by improving oversight and reducing unnecessary service calls.**
- ✓ **78% reduction in field change orders, ensuring smoother installation processes and fewer project delays.**
- ✓ **Improved budgeting accuracy, with real-time warranty and lifecycle tracking reducing unexpected expenses.**

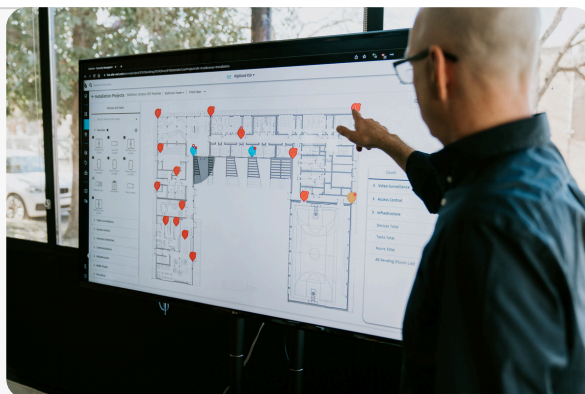
CONCLUSION

Through 3Sixty Integrated's expert security integration services, the financial institution eliminated inefficiencies, improved vendor collaboration, and gained full visibility into security operations. By leveraging SiteOwl, 3Sixty Integrated provided an innovative, data-driven approach to security management, delivering operational excellence and cost savings.

For financial institutions seeking a smarter, more efficient way to manage security, partner with 3Sixty Integrated and leverage SiteOwl to transform your security operations today.

"With 3Sixty Integrated, we no longer waste hours managing security projects manually. Their expertise combined with SiteOwl's technology has transformed how we oversee our security infrastructure, reducing costs and improving efficiency."

— Security Operations Manager, Large Financial Institution



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

For more information visit, www.siteowl.com or request a demo.