



CUSTOMER STORY

Top university uses SiteOwl to massively improve security readiness

Learn how one of the largest universities in the US transformed its physical security management with SiteOwl.

siteowl[®]

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Following a serious security incident, a leading university searched for a solution to gain visibility and strengthen the reliability of their security infrastructure. They chose SiteOwl.



25% Time savings

by streamlining processes so efficiently that time is gained not wasted.



Reduced costs

through improved design and project capabilities thanks to SiteOwl.



System visibility

that enables accurate planning and budgeting for ongoing security efforts.

BACKGROUND

Founded in the 1960s, this institution is recognized as one of the top 20 research universities globally. The campus attracts over 75,000 visitors daily and is currently undergoing rapid expansion, with more than two billion dollars dedicated each year to new construction initiatives.

CHALLENGES

A significant incident occurred at one of the satellite campuses, capturing national media attention and prompting a reassessment of the university's community safety plan. In response, the chancellor took the initiative and independently collaborated with campus security leaders to prioritize physical security.

After learning that a robust system was already in place, featuring integrated video, access control, visitor management, and gunshot detection, he searched for additional ways to bolster their efforts. His security leaders expressed the need for enhanced visibility into their security infrastructure for planning and budgeting, projects and service, and the lifecycle management of their devices.

The university was also rapidly growing. With multiple campus expansions approaching, his security team needed a way to confidently manage their expanding physical security initiatives without increasing the size of their team.

1. Project Management

Managing multiple projects with varying timelines proved challenging, especially with different stakeholders and security vendors using an array of tools like Jira, Maximo, and Salesforce. This blend of platforms led to fragmented communication and difficulties in coordination.

"There was no way to actively track these projects in real-time."

- Security Project Manager

CASE SUMMARY

Industry

Higher Education

Country

United States

Security Infrastructure Size

~10K Devices, 20% Increase YoY

Security Team Size

<5 Team Members

Key Challenges

- Managing products and vendors
- Service management
- Tracking assets and warranty

Situation

"We were constantly stretched thin, trying to manage the increasing footprint of security devices."

Solution

"We now have a central repository that we can access to update or view floorplans, locations of existing devices, service tickets and project progress. It's right there, in one place."

We don't waste time creating PDF floorplans and altering them by hand every day."

2. Service Resolution

Collaborating with various integrators made it challenging to monitor service and maintenance effectively. Lacking a centralized system to document all service activities resulted in a manual follow-up process, leading the team to rely on phone calls and emails. At times, it took a security incident for the team to recognize that a device requiring repair was still non-functional.

While some departments managed their own hardware, they depended on the security team to ensure the devices remained operational. This dependency added to the burden of an already overextended team, making it more difficult to manage service and maintenance tasks efficiently.

3. Asset Tracking and Lifecycle Management

Maintaining an accurate record of the current security infrastructure and reducing downtime was vital. Failing to do so could impact risk claims, diminish threat preparedness, and more.

The tasks of tracking inventory, device lifecycles, warranty information, service records, and device malfunctions were not only time-consuming but also manual. The team typically performed an annual security footprint audit to ensure their asset information was up to date. This process often took weeks, if not months, to complete. However, as the university's infrastructure expanded, the team increasingly struggled to manage their manual audits effectively.

“We need to maintain our assets. But we didn't have an effective way to see if our assets are all up to scratch, and whether they're out of warranty, are they being serviced regularly, and so on.”

- Security Project Manager

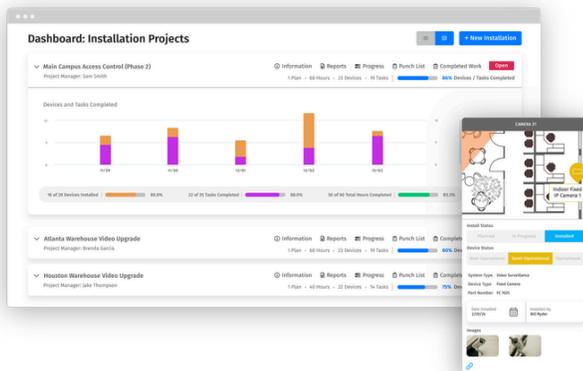
SOLUTION

The security team discovered SiteOwl during a Security Xchange event. SiteOwl's lifecycle management capabilities perfectly aligned with the university's requirements, and the potential for improved workflows, enhanced efficiency, and strengthened security resonated, leading the team to adopt SiteOwl.

1. Projects

Once the security team started using SiteOwl to manage their projects, they gained visibility into daily progress in real-time. Their integrators were able to use SiteOwl to report progress, surface issues from the field, and update or view floorplans. Consequently, this freed the security team from the weekly task of printing PDF floorplans for the integrator technicians.

The team also began using SiteOwl to generate designs for smaller projects requested by university departments, enabling them to provide cost estimates in days rather than weeks. Once projects were approved, they were swiftly moved into an active status with just a few clicks.



“I’m able to more quickly gather information together for design. I’m also able to transition that project from a design to an installation from within SiteOwl without having to enter the information twice. This saves a ton of time.”

- Security Project Manager

2. Service

With SiteOwl's service ticketing capabilities, the team no longer needed to act like detectives. Real-time updates on maintenance concerns accelerated the process of identifying and resolving issues, greatly minimizing downtime.

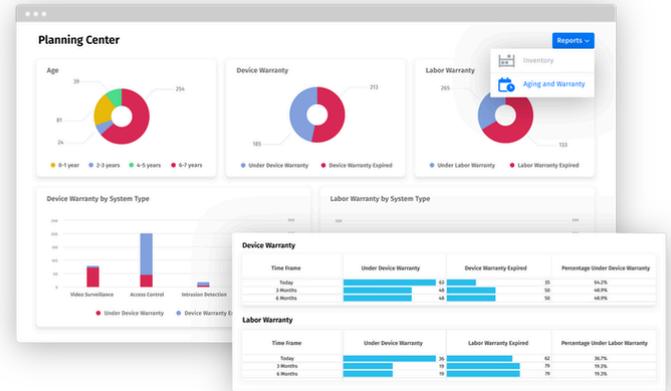
For the first time, the security team had access to a thorough and prioritized list of service issues, eliminating the need to piece together information from various systems. Additionally, they could easily differentiate between in-warranty and out-of-warranty service tickets, leading to reduced service costs.

3. Asset Management

SiteOwl eliminated the need for time-consuming manual audits and guesswork by providing a centralized system for managing the university's security assets. Since SiteOwl aggregated device information and changes over time, there was little need for the team to resort to manual data entry.

This allowed the team to easily track inventory, monitor warranty statuses, and proactively plan for device replacements.

“What would have normally taken us weeks to manually audit now takes less than three days.”
- Security Project Manager



RESULTS

SiteOwl has revolutionized the university's security operations. The platform has simplified project management, improved service resolution, increased team productivity, and offered powerful asset management tools. This collaboration not only enhanced campus safety but also transformed the security team's workflow, enabling them to adopt a more effective and strategic approach to security.

- ✔ **The implementation of SiteOwl led to a reduction of around 10 hours per week for each team member, translating to a 25% boost in productivity. This allows the team to more time to concentrate on the bigger picture.**
- ✔ **Additionally, SiteOwl's design and project capabilities contributed to lower equipment costs and vendor expenses.**
- ✔ **By centralizing asset information, the team's capacity to plan and budget for new projects improved significantly, ultimately enhancing the university's security posture.**

Ready to Transform Your Campus Security?

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.

About SiteOwl

SiteOwl is the only physical security system lifecycle management platform that brings enterprise security teams, their security vendors, and assets together on one unified platform.

The solution's suite of applications connect real-time data and workflows, specific to the physical security industry, to drive collaboration, visibility and efficiency.

To learn more, please visit siteowl.com.