Case study:

How Milestone Systems and Convergint Can Address Security System Challenges for K12 Schools

Background

Schools are no longer tasked with simply teaching the nation's children. Parents rely on faculty, administration, and Boards of Education to provide their children with a learning environment that is safe. School systems are charged with implementing protections and responding quickly to threats that might compromise the well-being of students, in addition to teachers and others on the premises.

Many K12 schools leverage a layered approach comprised of protocol and physical security to keep students, faculty, and staff protected and ensure that only authorized parents and personnel are able to enter each school when classes are in session. Oversight is provided by professionals that include staff in the front office and school resource officers (SROs). Furthermore, centralized security operations centers may be required depending on the size of the district. If utilized, the Security Operations Center (SOC) tracks who is coming and going on school properties at any given time through surveillance cameras and Video Management Software (VMS). The SOC works in collaboration with police and other emergency responders as needed.

The end goal is to provide the best possible protection to all building occupants including students, faculty, staff, visitors, and contractors.

The Challenge

The effectiveness of any security program is dependent on the performance of surveillance systems. Too often the equipment on-site is plagued with software glitches, excessive downtime, and grainy video. Furthermore, too much complexity in the system can create issues at the SOC in terms of hiring, training, and response.

As schools nationwide look to expand their security efforts it doesn't make sense to build on a solution that is already experiencing challenges. Furthermore, many are exploring open platform solutions to facilitate the adoption of other software including AI. These more advanced systems can be a strong complement to existing security infrastructure and create better choices and security outcomes for the education sector.

The Solution

Once a school system determines the need for a video security upgrade, they often issue a Request for Information (RFI) and review integrators, their partners, and manufacturers. Evaluating options is necessary with consideration for performance testing, reliability, and user-friendliness. Furthermore, it is most critical that schools feel comfortable that manufacturers will live up to their expectations, and chosen integrators demonstrate product knowledge and service expertise. Ultimately, choosing the right VMS upgrade will support target hardening and reinforce security protocol and processes in place.

To that end, Convergint works in close collaboration with Milestone, which strives to help schools centralize security operations across campuses and experience enhanced flexibility by integrating video technology with numerous security tools. These include IP network cameras, access control, vape detection, and video analytics.

Milestone's flagship video technology is XProtect®, an open platform software that extends existing or new security infrastructure, bringing powerful tools to school security environments. Milestone integrates over 13,000 IP devices, including cameras. As a result, they leverage their open concept by offering a broad set of tools and plugins from technology partners.

Convergint is an award-winning Milestone Premier Partner and ensures that technicians are fully-certified with regard to its video technology in order to provide optimal support.

Industry Advice

When looking to make a change with their VMS, school systems are advised to:

- Look at current needs and try to forecast future needs when mapping out a solution.

- Get information on different security systems available and take into account that you will want to manage more than just video.

- Consider how the video management software can be integrated with other systems, and whether an open platform therefore makes sense.

- Focus on security integrators that are well-established and have the resources to provide what you need. This is a much better option than relying on sub-contractors. Be sure they represent your interests, not just their own.

About Convergint

Convergint is ranked as the #1 security integrator globally and provides security solutions for K-12 schools throughout the U.S. Furthermore, Convergint's grants and funding team can assist in identifying and securing federal funding for security initiatives through competitive, designated grant programs.

And its STEP Up for Schools program was established in 2018 to help strengthen school security. Working with underserved schools in communities around the world, Convergint provides free interior and exterior security system installations, upgrades, and assessments. To date, 71 schools have received security donations from Convergint through this program.

About Milestone Systems

Milestone Systems is a leading provider of data-driven video technology software in and beyond security that helps the world see how to ensure safety, protect assets, and increase business efficiency. Milestone enables an open platform community that drives collaboration and innovation in the development and use of network video technology, with reliable and scalable solutions that are proven in more than 500,000 customer sites worldwide. Founded in 1998, Milestone is a stand-alone company in the Canon Group. For more information visit: www.milestonesys.com

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From implementation to integration, Convergint is your one-stop source for security solutions. **Contact us today** to learn more.

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