Case study:

How Compass Datacenters leverages SecuriThings and Convergint to streamline operational management of physical security devices

convergint

COMPASS *datacenters*

⊙·SECURITHINGS

Convergint partners with Compass Datacenters and SecuriThings to provide the world's technology leaders with a secure place to plug in wherever they grow. They offer custom, move-in ready data centers ranging from edge deployments to core facilities, serving hyperscale, cloud, and enterprise customers.

Mission

Physical security is a major priority for Compass Datacenters. Each site requires its own fleet of security devices—and as the company expands, so do the number of devices. This means that the number of devices is constantly growing, across multiple campuses, while the physical security team remains relatively small. "Most security departments are a cost center to companies, so they're not staffed with tons of people," explains Garett Jaco, VP, Global Security at Compass Datacenters. It's also impossible for a small team to know as soon as a device stops working, or to identify the cause of downtime when a problem is discovered. This can result in a range of problems, from prolonged device downtime to tension with IT, to costly, unnecessary truck rolls. Garett was searching for a solution to manage and maintain these devices at scale, without disrupting existing infrastructure and processes.

convergint

"Ensuring devices are not outdated, have updated firmware and passwords, etc., becomes challenging with limited personnel overseeing them."

~ Garett Jaco, VP, Global Security at Compass Datacenters.

Solution

Compass partners with Convergint, a leading global systems integrator that places customer service and results at the forefront of their work. As a company, Convergint is constantly on the lookout for technologies and solutions that can increase efficiency and reduce costs for their customers. Through Convergint, Compass had already upgraded its physical security infrastructure significantly, with the latest and greatest in video, access control, and other critical security devices and technologies. Having understood Compass' problem, the Convergint team introduced them to SecuriThings, whose solution consolidates, automates, and secures physical security devices for leading organizations across many industries. "SecuriThings is unique in the market," Garett observed. "We haven't seen anything else that truly allows us to monitor all of our IoT devices in one spot, and then also interact with all of those devices regardless of the security system you're on, regardless of the device type or manufacturer. It's a force multiplier."

Result

Onboarding the SecuriThings solution is simple and straightforward, and it can be up and ready to use in just a few hours. The Compass team saw immediate value—with unprecedented visibility into their devices including real-time visualization and reporting on device health, cyber security and compliance. "There is a significant advantage to being able to instantly view all your devices and their statuses on a single page. Additionally, having the ability to update passwords, firmware, and deliver information through reporting capabilities to your clients, executives, or team members provides further benefits," said Garett.

End-to-end visibility

After deploying SecuriThings, the solution automatically discovered and enrolled their entire fleet of physical security devices–along with accompanying management systems and network infrastructures. This provided the physical security team with unprecedented visibility into their physical security infrastructure, from a single pane of glass

Alignment with IT

The unified, holistic view—coupled with root cause analysis and smart alerts—enables stronger alignment between Compass' physical security and IT departments, since device issues could be quickly identified and resolved. Compliance reporting and visualization make it simple and straightforward to visualize and share that information internally to all necessary stakeholders.

Automated operations

The Compass physical security team can stay on top of critical daily maintenance tasks and ensure the health, compliance, and security of their devices, using automated capabilities like password rotations, firmware upgrades, certificate management, and more.

Cost savings

Garett's team made significant savings with SecuriThings, as devices can now be consistently maintained at scale—reducing downtime and other issues while greatly decreasing the number of costly truck rolls. Many device issues can now be solved with a simple remote restart, while in other cases Compass' teams can use root cause analysis and Smart Alerts identify the true source of the problem—and either solve it themselves, or give clear, precise direction to IT where necessary (e.g. if the source of the problem is a switch or another network component).

Future planning

SecuriThings' end-of-life planning capabilities automatically notifies the team in advance when devices will need replacing. This makes it much easier to effectively conduct future planning at scale.

Convergint and its partners work together to provide customers with high–level security solutions across all locations and verticals. To learn more about the solutions deployed in this case study, contact a Convergint expert today.