

## CHIEF SECURITY OFFICERS: IMPROVING SECURITY IN TOUGH ECONOMIC TIMES

### Executive Summary

For CSOs in today’s economic environment, the challenges can be overwhelming. New technologies and end-points are expanding your network. You face an ever-increasing number of security threats, from both internal and external sources. There is widening complexity and sophistication of network attacks. It all boils down to one simple question: how can you increase your overall security standing without a massive investment?

**This paper addresses one specific area of the enterprise – physical identity and access management – where significant ROI in hard and soft dollars can be quickly achieved via:**

- Centralizing control of your physical access control system
- Automating common business for routine processes such as on- and off-boarding
- Integrating compliance and risk management
- Simplifying monitoring, alarm and event management

### Integrating Physical and Logical Security

As the CSO, you’re likely overseeing an identity management system in your enterprise. This will act as one of your key logical security cornerstones by centralizing identity administration, provisioning and access control across your organization.

If you’re like many other CSOs, you’re likely frustrated by your physical security operations, which probably feature some (if not all) of the following traits:

- Multiple, disparate PACS across your campus and enterprise, each with its own means of provisioning identities
- Many manual processes involved in on- and off-boarding identities, changing records and related access and managing incidents
- Identity management information is not shared between your logical and physical systems, allowing for gaps in security (terminations, role changes, etc.)
- A lack of regular, real-time reporting that ensures that you are continually in compliance standing

At a business level, these challenges manifest themselves in three distinct areas::

- **Cost:** Because of the multiple, disparate systems and manual, error-prone processes, there are significant costs to maintain the systems and communicate to each one from a central source (like an identity management provisioning system)
- **Compliance:** In companies that need to regularly demonstrate that they are meeting the latest governance and compliance regulations, CSOs are often mired in data and reports that need to be sorted, merged and evaluated in a seamless fashion
- **Risk:** The ultimate goal of anyone optimizing their security operations is to reduce risk. But without extending your robust approach to IT security across your physical security infrastructure, you can never accomplish true end-to-end identity management

### A Few Choices To Consider

As a CSO, what are your as a CSO to manage these challenges? You could:

- Replace all of your PACS with one vendor – while this might be a smart approach to simplifying your infrastructure, this is a hard sell to the CFO in today’s economic environment
- Integrate this with your logical identity and access management initiatives – this will take years to achieve since most PACS aren’t Service Provisioning Markup Language (SPML)- or eXtensible Access Control Markup Language (XACML)- compliant
- Do more frequent identity cleanups of the PACS databases – this requires high costs since much manual labour and reconciliation with line managers is required

### Solution

What if you could centralize and automate your business processes for on- and off- boarding identities on your PACS? What if you could use electronic workflows to quickly obtain management approvals for vendors and other third parties in your organization? What if you could also provide self-service modules for physical access control, allowing delegated individuals to request access and then be quickly approved electronically? What if you could also quickly terminate an identity from a central source on all your PACS?

As an independent identity management consultant, I have led several large Fortune 500 projects that address these challenges. What I was looking for was a set of off-the-shelf tools that allowed an enterprise to quickly reduce costs, automatically meet regulatory compliance and reduce risk. That’s when I discovered Quantum Secure.

The Quantum Secure SAFE software suite interfaces with all major PACS, right out of the box. This means that you can keep all your existing PACS and link them to a central management point, saving you thousands – if not millions – of valuable budget dollars.

SAFE also provides electronic workflow capability, which can automate key processes and workflows to drastically streamline your operations.. With SAFE, you can quickly and easily:

- Automate processes for approving, changing or terminating all identities
- Provide role-based access controls for employees, contractors & vendors
- Reduce redundant work across multiple locations
- Enforce policies for temporary or contracting workforce personnel as well

SAFE can also be electronically integrated with external agencies and other resources for detailed background checks, reducing the laborious time spent processing , error-prone paperwork from hours and days to minutes.

### **Integrates Easily With Identity Management, HR, ERP Systems**

The Quantum Secure SAFE suite already integrates out of the box with many of the leading identity management vendors like Oracle, Sun and IBM. SAFE provides a natural extension of the identity management done on the IT realm, allowing for those same identities to be provisioned across your physical security systems. And, vice versa, SAFE can drive information back to those HR and ERP systems when appropriate, creating true end-to-end identity management. For example, an automated policy within SAFE can alert your HR system when an individual has broken a certain policy, putting that individual on notice, suspending their access rights across both physical and logical security platforms.

### **Centralized Compliance Reporting**

Over the last few years, many industries have come under regulatory compliance. With Quantum Secure, you can quickly produce these reports with a single mouse click. The SAFE software suite integrates all the different PAC reports into a single report and then provides you with a regulatory report. The benefits to you are:

- Provides auditors and business managers a single report for physical access compliance worldwide (SOX, HSPD-12 FIPS 201 PIV I & PIV II, Basel II, etc)
- Centralized automated report generation from all PACS
- Eliminate labour costs to produce reports

### **Centralized Security Management**

Quantum Secure also enables you to centralize physical security management. You can quickly create customizable views for:

- Global/local security systems morning briefings
- Situational/spot reports
- Critical alarms
- Watch list
- Task lists
- Personnel changes, etc.

You can also centralize event monitoring. This enables you to:

- Manage all Physical Security Policies from single console – identity, alarm & infrastructure processes
- Centralize critical event detection
- Provide cross-platform event correlation
- Achieve intelligent alarm normalization and storage

You can also have happier users. With Quantum Secure, it's possible to design kiosks in the lobby where identities enter in some of their own identity information which is then electronically passed via a workflow for quick management approval.

### Show Me Some Real Examples of This!

- **The Toronto Pearson Airport** – Reduced time for on-boarding an identity with a badge from **560 minutes (9.3 hours) to 20 minutes** while also reducing the **cost of processing from \$45 to \$35 per card** for their 80,000 identities. They now manage all identities from a single identity source and produce centrally managed reporting
- **Symantec** – Has a **\$2.5 million cost savings** over three years in managing their 40,000 employees in 40 countries. They went **from 18 SMEs to eight people** to administer their PACS infrastructure, using electronic workflows for approvals and now easily produce regulatory compliance reports from a central location
- **Baxter Healthcare** – Saved **\$165,000 in their first year** by automating key physical security processes and have a “one click” audit and compliance reporting tool
- **First Data Corporation** – Now does **real-time provisioning of all 40,000 workers** and visitors across eight facilities and centrally manages all physical access security
- **A large pharmaceutical company** – Eliminated over 1500 hours per month of the manual process of managing user access grants and credentials worldwide in over 50 locations, directly saving the company over **\$60,000 per month in cost reductions**.

### Flexible Solution

I like Quantum Secure because it offers the enterprise numerous security deployment strategies. For instance, you can quickly integrate all of your existing PACS into a common business process flow in the first year. Where you have HR, ERP and Identity Management systems you can integrate with these. You can use Quantum Secure to produce regulatory compliance reports cost effectively and eventually replace this with your identity and access management centralized compliance reports as the PACS and Quantum Secure are integrated with your identity management systems.

### How to sell this to the C Suite

While we can work directly with you to generate a customized business case justification for your organization, here are the main talking points you will want to use with your enterprise management while discussing how to streamline your security operations:

#### CFO:

- Revenue neutral in the first year and positive IRR over 4 years
- Leverage existing PACS infrastructure without having to spend significant money to replace them
- Streamline regulatory reporting and reduce compliance costs

#### CIO:

- Centralize business functions re on- and off-boarding identities for PAC badges
- Use electronic workflows to reduce time and costs
- Have happier users who are quickly on boarded
- Can easily integrate with identity management systems
- Improve off-boarding processes by quickly terminating identities from all PACS from a central source

#### Facilities Managers:

- Reduce administrative costs
- Happier customers by quickly issuing them security badges
- Centralized PACS reporting

### **How Do I Get Started?**

To find out how to quickly calculate your ROI call us for more information:

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Guy has lead many large Fortune 500 identity projects and specializes in identity management and physical and logical security integration. Numerous white papers can be obtained at [www.authenticationworld.com](http://www.authenticationworld.com). His company also produces 24 enterprise branded and customized security awareness training programs in 11 languages including ones on tailgating ([www.traininaflash.com](http://www.traininaflash.com)).

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Quantum Secure is the exclusive provider of enterprise software to manage and streamline security identities, compliance and events across disparate physical security systems. The Quantum Secure SAFE suite of software enables corporate security managers to implement best practices globally, automate key processes and simplify control of employees, vendors and other third-party identities across a global organization.