

FACILITIES MANAGER:

REDUCE COSTS, AUTOMATE PROCESSES AND SIMPLIFY SECURITY OPERATIONS

Executive Summary

In the current economic downturn, most enterprises are examining operating expenses, looking for ways to reduce costs, increase efficiencies and optimize resources. As a facilities manager, finding ways to improve your physical security infrastructure and processes with a reduced budget can be a daunting task.

This paper discusses ways for a Facility Manager to reduce their administration expenses in a severe economic recession while at the same time streamlining on- and off-boarding procedures, improving response time and providing centralized monitoring and reporting.

Tough Times Call For Rethink in Administration Expenses

As a Facilities Manager operating in a severe economic recession, you are probably looking for ways to reduce your operating costs – and be able to show the results in this calendar year. But how can you achieve this?

If you run several facilities (in either one campus, across a region or around the globe), you likely have one or more different physical access control systems (PACS) that controls physical access. Additionally, the processes for on-boarding and off-boarding identities in these systems are likely manual, executed by localized teams using their own unique procedures.

Often, facilities managers are on the receiving end of emails from HR, Purchasing, Finance or Marketing to provide someone with a physical badge. Frequently, that request arrives either just before or after the identity does. This causes delays while you fill in forms, perform background checks, and then assign a badge to that identity. You may or may not have to issue different badges for different facilities because each uses a different PAC.

To address these challenges in the past, you might have submitted a budget request to replace all your disparate PACS with a new system from a single vendor. With a single PACS platform, the ability to reduce operating costs was an easily sell to management. But in today's economic environment, most such budget requests will be refused, as they simply cannot be justified. You'll be told to make do with what you already have.

For facilities managers, successfully managing identities and related physical access comes down to three critical drivers:

- **Cost:** Manual, error-prone processes are often used to on-board and off-board identities, involving entire teams of individuals and multi-layered procedures. This results in significant costs to maintain the systems and communicate to each one from a central source (like an identity management provisioning system)
- **Compliance:** Enterprises often bear numerous compliance regulatory expense silos, including SOX, Basel-II, HIPPA and NERC. Because so much of compliance and governance issues are related to identities and who has access to what, facilities managers need a centralized, manageable system that can provide comprehensive reporting
- **Risk:** The ultimate goal of anyone optimizing their security operations is to reduce risk. Those companies without visibility and control of identities and related access across their organization are at great risk, both financially and personally. As a facilities manager, do you know *right now* who is in your various buildings, and to what they have access?

The Solution: Automate Your Business Processes With Quantum Secure

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 HR, ERP and Identity Management Systems

Many enterprises are currently deploying identity management systems with regards to network access and application usage. Unfortunately, the IT folks running these projects don't understand your world and, as a result, integrating the worlds of logical and physical security usually isn't on their radar. However, now you can strategically position yourself to take advantage of this opportunity when the enterprise comes calling at your door.

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 Reporting

Over the last few years, many industries have come under regulatory compliance. In facilities' management, this is causing extra labour to be spent producing reports for management and auditors. Your staff is likely having to sift through different PAC reports and then combine them into a master report.

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

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**.

How to Sell This Upstairs

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

CSO:

- Improve security by using a central business process to on- and off-board identities
- Utilize electronic background checks, where required, to quickly verify an identity
- Have centralized security monitoring and management to mitigate risk or physical breaches
- Reduce security admin staff and have the security folks do more beneficial security activities
- Fits in with their identity management plans and strategies

How Do I Get Started?

To find out how to more about integrating Quantum Secure into your environment please call us for more information:

Guy Huntington, President, [Huntington Ventures Ltd](#) – 604-861-6804 or guy@hvl.net

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. His company also produces 24 enterprise branded and customized security awareness training programs in 11 languages including ones on tailgating (www.traininaflash.com).

Quantum Secure – www.quantumsecure.com – 408-453-1008 or info@quantumsecure.com

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.