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Solution Innovation Case Study: Securing a Complex Data Center Environment

The SEC Solution Innovation Partner (SIP) program evolved as a means for practitioners to choose a trustworthy risk mitigation provider with confidence when there is a myriad of options in the marketplace. Proven Solution Innovation Practice Case Studies help to evaluate performance claims and differentiate security solution providers for business outcomes including risk mitigation, return on investment, and security assurance. This case study demonstrates ASSA ABLOY's innovative capabilities to secure high value product services while enabling operational efficiency with regulatory process improvement.

Risk Issues and Mitigation Opportunities:

1. As a "business within a business" Forsythe Data Center services has complex operational and security requirements for the various areas within the facility. Forsythe's Operations team created a layered security strategy to address the different needs with enterprise access control and electrified hardware as well as access control card reader locks on the server racks themselves.
2. Security and audit capability was required to meet regulatory and operational needs of specific clients within the data center suites and shared spaces. Deploying an enterprise access control software platform and providing rack level access control met those business requirements.
3. ASSA ABBLOY was tested to meet or exceed Forsythe's ambitious client service level agreement "Your secure private data center within a data center."

Solution Requirements:

- Server rack card reader locks that are compatible with existing cabinet fixtures.
- Access control components such as electrified locksets and magnalocks that is fundamentally and functionally reliable as well as aesthetically attractive.
- Product solution technology must be able to integrate into existing access control system and utilize existing credential formats.
- Server rack access control must have high security emergency key override. Medeco patented keying system solution installed to achieve this need (Card reader, Key Override).
- Solution deployment must contribute to a more efficient workflow (objective) to improve tenant and data center service provider experience (subjective, but measureable).

Delivered:

- ✓ 180+ server cabinet lock card reader locks installed over the course of several months in several client spaces and on Forsythe's equipment.
  - Server rack configuration uses two ASSA ABLOY HES KS200 server cabinet locks per rack enclosure to secure both the front and rear doors.
  - Project delivered on time and on budget. Customer expectations met with regard to product solution performance.
- ✓ Product technology (ASSA ABLOY HES KS200) leveraged to maximize efficiencies and infrastructure of existing access control platform while also using the client's existing credentials.
- ✓ Site surveys and installation support provided to effectively support deployment for both the security integrator partner and Forsythe.

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Outcome and Benefits of Service Including ROI:

- Improvement in operational efficiency and access audit delivery via the solution's automation.
- Internal and external audits have increased 10% annually, providing more effective and timely situational awareness.
- Client requirements for access control/audit at the rack level accomplished to meet client needs and deliver added value from Forsythe to their clients.
- Labor efficiencies among Forsythe's security officers continue to be realized and are ongoing.
- The solution drove compliance plus environmental risk mitigation confidence for Forsythe and its customers.
- Anomaly detection reporting to customers optimized.
- Attraction and retention of customer verticals for Forsythe has increased due to the recognition of the implementation of the ASSA ABLOY HES KS200 solution.

SIP Process

This process was overseen by Council Faculty member with sixteen+ years' experience in multinational process improvement within healthcare, Fortune 500 companies, IT/technology, and other markets as a trusted security-ROI advisor. End-user authenticated November 2017.

ADVISORY: *The Security Executive Council's Solution Innovation findings represent a snapshot in time to demonstrate a solution to a specific-organization's issue. It has been reasonably corroborated by a Council Emeritus Faculty with both the solution provider and end-user. Buyer diligence, trial and measurement are strongly recommended for any contemplated risk mitigation activity.*

A General Comparison of Competition

Client Service/Resource Attributes or Capabilities	ASSA ABLOY	Company A	Company B	Company C
Ability of cabinet reader locks to support multiple credential formats including SEOS by HID Global	YES	NO	NO	NO
Direct pre-installation support of security integrator and end user	YES	NO	NO	YES
Direct and indirect post-installation training and support	YES	NO	NO	NO
Server rack card reader locks with patent-protected key override	YES	NO	NO	NO
Product technology integration with multiple access control software platforms	YES (30+)	NO	NO	YES (3)
Product offering with wired and wireless communication options	YES	NO	NO	NO
Locks with integrated card readers	YES	YES	NO	YES
Support available to channel partners and end users including specification support	YES	YES	YES	NO

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Security Process Optimization Data

Client Available Capability	Pre - Prior Year	Phase One - Year(s)	Phase Two -Year(s)
Direct accountability and audit for access at the server rack enclosure.	NO	YES	YES
Technology allows for permission based access to specific areas of the facility based on client needs	NO	YES	YES
Access can be programmed for specific periods of time only and for specific people only	NO	YES	YES

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