

## Solution Innovation Case Study: Global Security Operations Center (GSOC) As A Service

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. The following case study is a demonstration of Northland Control's security technology integration solutions with a global technology company. This Solution Innovation Case Study offers a proven process approach for mitigating risk(s) that could result in injury or impairment of people, assets, critical processes, products and/or brand reputation. This proof point examines representative risk issues, mitigations and result outcomes as validated by the Security Executive Council and the end-user.

### Risk Issues and Mitigation Opportunities:

1. Video surveillance and access control equipment were not properly integrated across all five HQ buildings, preventing operations from obtaining a holistic view of campus operations at its onsite security operations center
2. Installed security systems were not being managed in a disciplined and coordinated fashion, resulting in a critical gap between security technology and operations
3. Lack of operational coordination and documented policies and procedures was hampering the safety and security of the company's employees, IP, and assets
4. Contractor access to the facilities was loosely documented.
5. Security officers were not properly monitoring access control systems and not validating access events

### Solution Requirements:

- Highly secure outsourced GSOC with trained professionals set to respond to an event at any given moment
- Security policies and procedures based on industry best practices and tailored to the customer
- Live drills with Security force, Emergency Response Teams and GSOC staff
- Mapped devices and video cameras that are tested and functioning as expected
- Reducing of false alarms to allow to focus on actionable response
- Prioritized alarms and response plans

### Delivered:

- ✓ A 24x7 outsourced GSOC enhanced end user confidence by maintaining facility security systems along with the capability to monitor and respond to events
- ✓ Mapped security devices and video cameras were cross-referenced to alarms
- ✓ Video cameras are now consistently tested to ensure online status and functional hygiene
- ✓ Proven practice policies and procedures are executed with discipline through training and integration of operators, and Emergency Response Team operations
- ✓ Alarms are now prioritized based on known risk factors to enable focused operator attention on real events; resulting in improved response times and reduced risk
- ✓ Centralized communications were achieved for emergency response and critical security events
- ✓ Provided higher performing user management for the access controls and video management systems

**Outcome and Benefits of Service Including ROI:**

- ❖ Prioritized and resolved nuisance alarms, reducing monthly alarms 93% from 30,000 to just over 2,000 resulting in eliminating one and half security officers
- ❖ Validated access for all contractors to an as-needed basis and implemented badge usage policy
- ❖ Provided an optimized central hub for risk event/condition reporting and all employee communications
- ❖ Dispatch actions are now more effectively coordinated with proven practice escalation paths
- ❖ Access denied alarms are now more consistently and thoroughly investigated to solve for potential intrusion risk
- ❖ Standardized event reports are generated for better stakeholder situational risk awareness
- ❖ Improved scalability of physical security operations ensures remote office coverage and officer labor efficiencies
- ❖ Cost to outsource the company’s SOC and operators was less than the current annual cost of 1 security officer

**SIP Process**

This process was overseen by a Council Faculty member with 20+ years of experience in developing and leading people and asset protection programs as a trusted security advisor for global, multinational organizations. End-user authenticated November 2017.

*Note: The Security Executive Council's Solution Innovation case study represent a snapshot in time to demonstrate a solution to a specific-organization's issue. End-user diligence, trial and measurement are strongly recommended for any contemplated risk mitigation activity.*

**(Follow link below for other case studies)**

[https://www.securityexecutivecouncil.com/about/solution\\_innovations.html](https://www.securityexecutivecouncil.com/about/solution_innovations.html)

**A General Comparison of Northland Managed Services & Outsourced Security Services**

Client Service/Resource Attributes or Capabilities	Northland Controls YES/NO	Company A YES/NO	Company B YES/NO	Company C YES/NO
Alarm Management & Response	Yes	No	No	No
Video Monitoring & Investigation	Yes	Partial	No	No
Notification and Dispatch Services	Yes	Yes	No	Partial
Security User Administration and Management	Yes	No	No	No
Video Guard	Yes	Yes	No	Partial
Employee Services & Assistance	Yes	Yes	Partial	Partial
Operational Matrix Reporting	Yes	Partial	No	No
Device Audits & Management	Yes	Partial	No	No
Badge Management	Yes	Yes	Yes	No
Incident & Emergency Response	Yes	Yes	Not formalized	Yes
Sole Focus on Corporate Security	Yes	No	No	No
Indexed Storage, Retrieval of Records	Yes	No	No	No
Active and Actionable Security Policies & Procedures & Action Plans	Yes	Partial	Not formalized	Partial
Security System Audits	Yes	No	No	No