

The Easy Button: Physical Security Leaders Discover 5 Benefits of a Collaborative, Digital System Design Platform

The following report is based upon a third-party study with corporate and campus physical security leaders who use System Surveyor to help them manage their security systems and assets. On average, these leaders report a 40% improvement in time and efficiency savings among other key benefits.

Physical security teams are tasked with keeping employees and visitors safe while juggling a wide range of responsibilities including risk mitigation, technology implementations, budgeting, vendor management, governance and project oversight. It's a daunting task; especially when they cannot always be physically present at their dozens or hundreds of locations.

Current outdated methods of managing critical safety and security systems increases risk and inhibits responsiveness for global Fortune 1000 companies, large healthcare systems, and sprawling education campuses.

"This is going to provide efficiencies for my team. It gives us a more professional appearance going into project meetings and with colleagues and integrators. It gives us the ability to provide meaningful, updated documentation and the reports are a big plus."



Improvement in time & efficiency savings experienced by System Surveyor users

Challenges that Physical Security Technology Managers Have in Common:

- Multiple sites and buildings with tens, hundreds, and thousands of locations.
- Thousands of devices to manage (video surveillance cameras, access control systems, intrusion detection, cabling, smart building automation, and more).
- Various business customers or stakeholders with unique needs.
- Numerous vendors, subcontractors, and installers.
- Disparate systems for video surveillance, access control and other key IoT systems.
- A lack of reliable, on-demand IoT and security asset inventory.

5 Benefits of a Digital System Design Platform

Customer Impact Report:
Corporate & Campus Physical
Security Leaders

System Surveyor is a mobile, collaborative system design and management platform. It is purpose-built for the needs of physical security and technology managers. It allows for easy implementation of a floor plan, simple drag-and-drop of devices, the ability to capture and associate pictures, and automation of asset reports for standards, budgeting, and procurement plans.

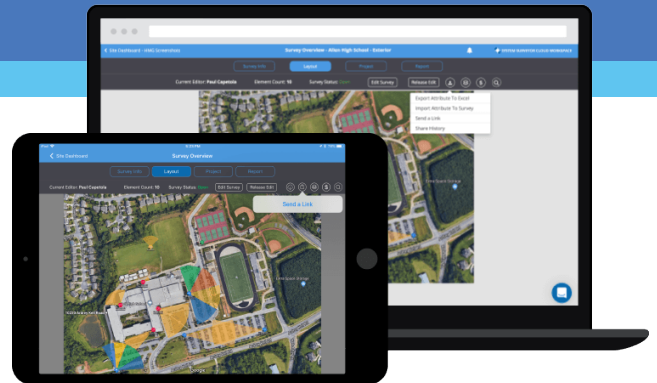
Based on an independent study of the System Surveyor user community, 5 key benefits emerged that transform the lives and work of the corporate and campus user.

1. Digital Documentation

Physical security teams are challenged with poor documentation that leads to confusion, long implementation times, inefficient maintenance and poor planning.

System Surveyor's collaborative system design platform provides physical security teams with a comprehensive digital site survey that tracks and retains changes and is easily accessible in the cloud. It becomes the system-of-record for the team, contractors, stakeholders, and internal customers.

"I like that you can do a walkthrough, attach the drawings, take pictures, and drop the icons along with a datasheet."



Improvement in time & efficiency savings experienced by System Surveyor users

2. Visual Collaboration & Communication

One of the primary challenges physical security teams have today is the inability to effectively communicate with their stakeholders, vendors, and subcontractors. Communication is cumbersome and it can be difficult to identify gaps in coverage due to ineffective maps and documents.

In the words of the study participants, System Surveyor "is a visual tool" that enables greater collaboration and communication with the ability to show site plans and camera coverage or door access placement. Physical security teams now work directly with their internal customer to co-design and track decisions within the product. By fostering collaboration, the organization achieves faster, better decisions and access to on-demand information in the case of an incident.



Improvement in collaboration & communication seen by our users

"It keeps people aligned. It opens up a dialogue."

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3. Easy-to-Use for Non-Technical Personnel

Physical security managers and teams have been using a mixed bag of paper blueprints, PDFs, PowerPoint, and Visio to manage and document complex and detail-oriented site plans. They often keep quotes, data and hardware information in their heads or over multiple documents; made more difficult by the fact that not all staff are proficient in office productivity tools.

System Surveyor is an easy-to-use, software as a service (SaaS) platform that works on a mobile tablet or from a web browser with no software to install. Users require limited training to access a floor plan, drag-and-drop device icons, and capture relevant information for current assets or to identify what is needed to bring the system up to standards. Study participants reported high satisfaction of having a single application built specifically for the job.

Over
50%

of users surveyed cited limited training required and a rapid return on investment

"It's easier. It is the first place I go. This tool makes the difference"



4. Standards Management

Physical security teams typically have dozens of vendors and hardware assets to manage and maintain along with changing standards. Current manual approaches make it difficult to leverage the team to be consistent and meet compliance requirements.

System Surveyor helps physical security leaders manage standards and collaborate more effectively by designing a consistent "template" for how every location should be set up. It also allows leaders to share standards and adapt when bringing on new personnel or team members.

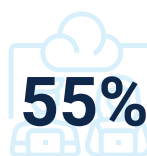
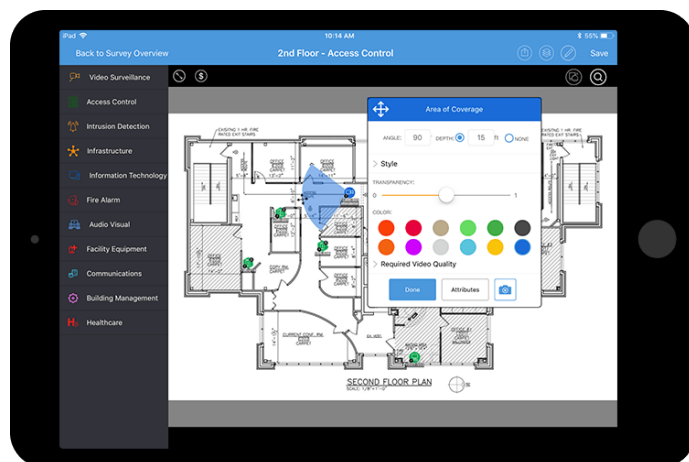
"Our company has multiple systems, making it hard to keep track of standards. System Surveyor helps us be more consistent."

5. Remote Made Easy: Be There, Without Being There

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With limited resources, most physical security teams are expected to maintain systems over large geographical areas whether they are distributed locally, nationally or globally. They must wisely work with their ecosystem to most efficiently manage their technology systems even when they are not able to be on-site. On-demand access to updated information is essential.

System Surveyor makes remote work and team collaboration easier, in many cases rendering travel unnecessary. The visual nature of the platform and digital map gives them visibility and their “eyes on things even when not in the location.” System Surveyor users now cover more sites with the same staff and see major travel savings by utilizing the platform.



of System Surveyor users now cover more sites remotely and save on travel expenses

“System Surveyor cuts way down on travel. I can see camera placement and not have to fly to India. It’s saved us hundreds of thousands of dollars in travel.”

Findings: Because Every Hour Matters, the Right Platform Matters

Most physical security leaders who participated in this study did not know that there was another option before they discovered System Surveyor. They learned about it through colleagues, integrators, and manufacturer partners. Increasingly, the word is out about the platform and the benefits. The breakthrough to a collaborative, digital system-of-record is making a significant impact for those responsible for keeping people and assets safe.



“A digital system-of-record is making a significant impact.”

“Last week I was able to draft an intrusion design for a new site and share it with key stakeholders in less than an hour. That entire process would have taken hours spread out over several days or weeks in the past using email and other applications. Huge time savings for us and my international colleagues were blown away.”

This Customer Impact Study was independently conducted by Fidelio Works Consulting LLC. The research included in-depth interviews with physical security managers across Fortune 1000, healthcare, university and local ISD campus organizations.



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