Case Study: Energy Company

Energy Provider dramatically increases the number of monitored locations without increasing the size of their operations team.

THE CHALLENGE

The organization is a major electric utility, delivering electricity to over 5-million customers.

In 2010, their security team monitored alarms from 13 locations. Fast forward to today and this same team is responsible for monitoring 665 sites! In the last 3-years alone they have seen a 33% growth in the sites with even more growth planned in the near future.

This critical infrastructure provider had previously deployed a PSIM platform however, after 3-4 years the software was not fully operational and did not provide the scalability required to handle their explosive growth.

Additionally, in order to comply with federal regulations set forth by FERC (Federal Energy Regulatory Commission) as well as standards called out by NERC (North American Electric Reliability Corporation), they needed to be ready to provide random auditing at a moment's notice. Simply put, the need to quickly and efficiently provide reports/data regarding security events became critical for their operation. At about the same time, their new command center achieved a 5-Diamond certification and so they needed a PSIM solution that was UL compliant.

THE SOLUTION

Soon after the project kickoff, SureView installed their UL 1981 certified software to monitor all 665 site locations, then integrated disparate systems ranging from video access control to shooter detection—with plans to extend this to additional video and alarm systems.

Much like all large-scale operations, they needed a platform that would easily scale as their responsibilities grew. SureView delivered a single-user interface (UI) accepting signals and video from 5 different systems to create a cohesive and easy-to-use response platform. It decreased training and onboarding time, allowing for quicker start-up and easier day-to-day operational coverage.

SureView's software also provided a simple interface for generating reports for compliance and auditing, as well as operational metrics to review operator performance and site alarm statistics/trends.

THE RESULTS

• Quick Integration with 2 video-management platforms, alarm systems, an access control platform, and a shooter detection system

• Open integration interface provided the flexibility to integrate with additional systems, with plans in 2022 to expand to visitor management, smart alarms, and additional VMS

• The single interface of SureView provided the ability to standardize response, allowing them to improve performance and consolidate staff in their command centers

• They now have the ability to seamlessly scale up their operation as the number of systems and locations that require monitoring grows

• They now have UL 1981 certified software that is required for certification of their operation

• SureView automated the security response auditing requirements for FERC and NERC compliance