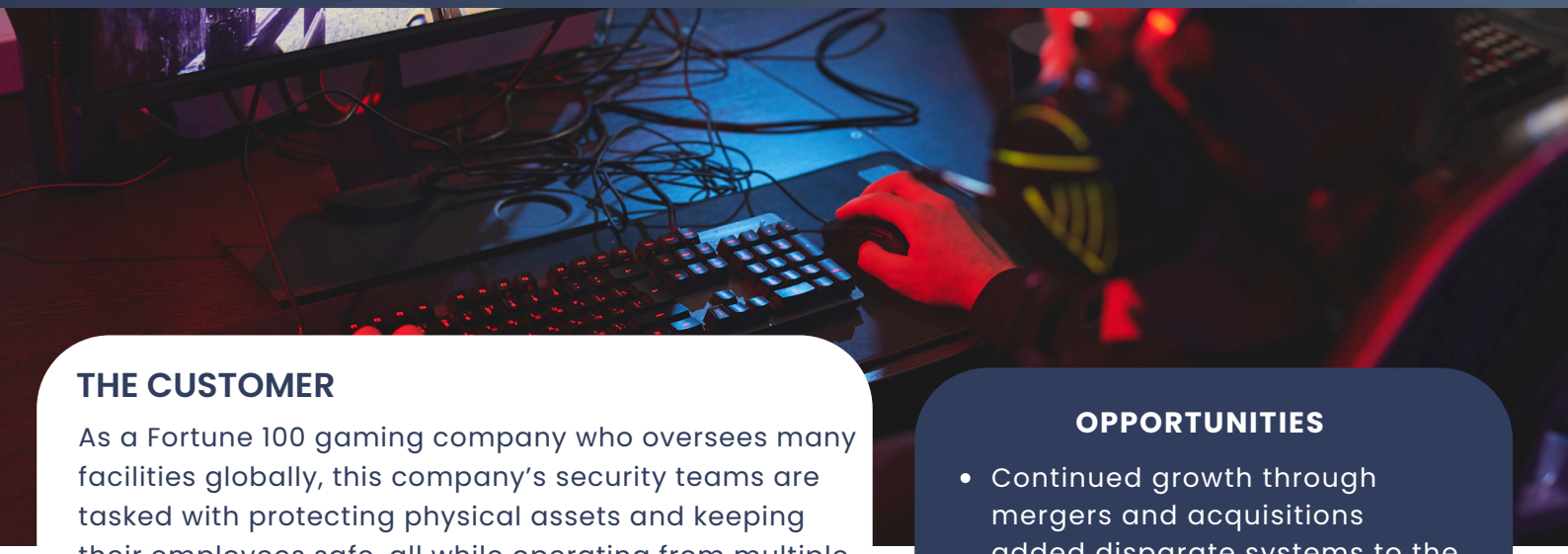
CASE STUDY

Fortune 100 Gaming Company Uses HiveWatch® GSOC Operating System to Enable Strategic Growth Across the Company



THE CUSTOMER

As a Fortune 100 gaming company who oversees many facilities globally, this company's security teams are tasked with protecting physical assets and keeping their employees safe, all while operating from multiple global security operations centers (GSOC).

THE CHALLENGE

As the company continues to expand its operations through acquisitions and organic growth, the physical security team is constantly incorporating more and more devices into their ecosystem. This means security leadership is tasked with ensuring these disparate systems can all work seamlessly together.

"This company is focused on strategic growth, which means adding companies and their various locations under the same physical security umbrella," said Ryan Schonfeld, Founder & CEO, HiveWatch. The company also wants to be able to accomplish this without the costly endeavor of ripping and replacing access control and video management systems that don't natively integrate with each other.

The company started with a single GSOC and has since expanded to three across the country, which means they also required a solution that could scale as they grew.

"With a bunch of different systems all over the place, they wanted to be able to bring them together into a cohesive view and gather better insights and analytics from their security devices," said Jordan Hill, Head of Product, HiveWatch.

OPPORTUNITIES

- Continued growth through mergers and acquisitions added disparate systems to the security program mix
- Excessive noise from multiple alarms (both real and false)
- Lack of visibility into security program metrics
- Disparate security systems that required a better way to communicate effectively with each other

3.42 minutes to 22 seconds time to resolve (a 90% reduction)

False positives reduced by 60% over 5 months

Millions of dollars saved in rip-and-replace projects

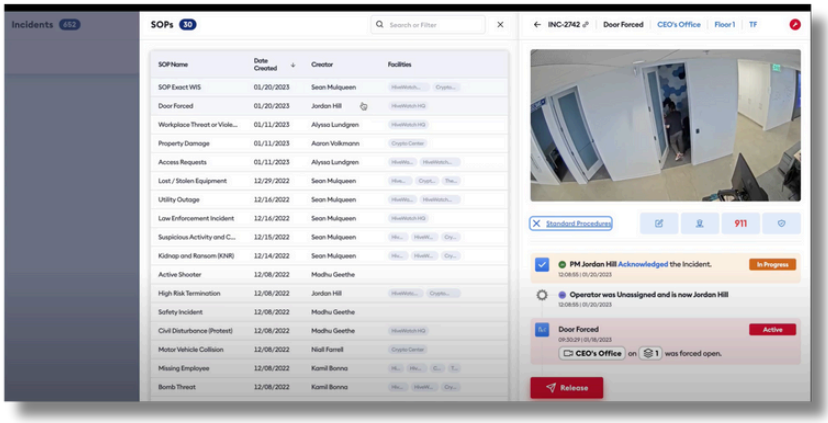
The systems included access control devices, video surveillance cameras, and case management software. “None of these systems talked to each other, so it was difficult to gain visibility into incidents without having to switch from platform to platform for management of an incident,” he said.

Noise Reduction

With so many locations to oversee, the customer also wanted to focus on ensuring the alarms coming into their global security operations center (GSOC) were real and actionable.

“One of the main things the customer wanted to achieve was noise reduction,” Hill said. “Their GSOC oversees multiple facilities globally, so they were getting a lot of nuisance alarms. They wanted to reduce the occurrence of those so they could truly tell what was an actual alarm versus what was false.”

Additionally, the company wanted to address the issue of tailgating, where an unauthorized person follows another employee who has swiped their badge to go into the building or restricted area. Being able to combine access control data with incoming video would go a long way in allowing GSOC operators to identify when tailgating was taking place.



THE SOLUTION

The company adopted the HiveWatch® GSOC Operating System (OS) to not only bring cohesion into their GSOC operations, but also address some of the challenges they faced with noise reduction and tailgating in an effort to protect their assets and employees.

Since the platform is software-based, it required no additional hardware to install or anything to be ripped and replaced, layering its capabilities seamlessly into the company’s existing systems.

The GSOC OS analyzes video footage to ensure associated alerts address incidents effectively.

As the company’s GSOC operators began using the platform, security leaders realized they needed a way to consolidate their standard operating procedures (SOPs) and streamline access across the board. HiveWatch deployed their embedded SOPs for the customer, which allows operators to cut significant time by having the next steps right in front of them. This makes it easier to train new employees on what to do in the event of an emergency, while saving valuable time when an incident is occurring.

“Built-in SOPs provide the right guidance for how the company’s SOC is supposed to operate,” said Rebecca Sherouse, Director of Account Management and Security Advisory, HiveWatch.

“HiveWatch has enabled the company to not only address day-to-day false alarms and incoming incidents from a single platform, but also go further into how the entire security program operates.”

Rebecca Sherouse, Director of Account Management and Security Advisory, HiveWatch

HiveWatch

THE RESULTS

Seamless growth for the business

Security program measurement and visibility

Device health management

Seamless Growth for the Business

The HiveWatch® GSOC OS pulls in data from the various locations across the country where the company operates in a single platform – no matter what hardware or software is being used. Doing so **saves the company hundreds of millions of dollars in expensive rip-and-replace projects** to aggregate security for multiple locations into a single GSOC.

Security Program Measurement/Visibility

Not only are the GSOC operators using the platform to ensure the safety and security of assets and people, the company's GSOC supervisor and managers are able to gain critical insights about the effectiveness of the security program through the dashboard. Prior to implementing the HiveWatch® GSOC OS, there was limited visibility into all the company's disparate sites through the GSOC.

"HiveWatch has enabled the company to not only address day-to-day false alarms and incoming incidents from a single platform, but also go further into how the entire security program operates," Sherouse said. The company can gather insights around how many incidents are happening each day, where the incidents are coming from, what is the overall health of the security devices, and more.

Prior to HiveWatch being implemented, the company had a weekly average of 3.42 minutes time to resolve (an alarm). **After, the number shrunk to 22 seconds, which is a 90% reduction in time to resolve.**

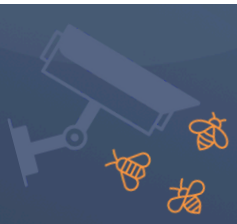
"Without the HiveWatch® GSOC OS, the company had very few metrics they could benchmark against to help create more efficiency across the organization long-term," Hill said. "Now they can see a baseline in our platform and can work with their team to improve on response, amplify areas of training that are needed, streamline operations, and more."

Device Health Management

GSOC operators are now also able to monitor the health of the company's security devices through the platform, which helps reduce the number of false alarms coming into the GSOC.

"Clearing up a lot of the device health issues has helped address the nuisance alarms, which were eating up a lot of time for the GSOC operators and taking away their attention on more pressing issues," said Hill. In fact, **in a 5-month period, the HiveWatch® GSOC OS was able to reduce false positives by 60%.**

The platform also allows for business continuity. In one instance, the organization's primary recorder went down and while the team worked to get them back online, operators never lost the video streams because the HiveWatch® GSOC OS continued to work directly with the camera devices to pull in video data. This means that if the company chooses to upgrade to another VMS or system, they can still pull from all of the incoming device feeds during the transition, cutting down on costly downtime.



About HiveWatch

HiveWatch strives to revolutionize the tired and aged security industry and enable organizations to create more efficient security programs by **reducing data noise, complexities, and cost**.

The **HiveWatch® GSOC Operating System** allows security teams to bring together data from their existing disparate security systems and provides them with **an intelligent, holistic, and actionable view**, enabling them to respond to prioritized, "de-noised" risks. HiveWatch accomplishes this through its Multi-sensor Resolution™ algorithms.