Fortune Favors the Bold

Why a Global Enterprise Chose Cloud Access Control

THE PROBLEM: ON-SITE SERVER WOES

They say, "fortune favors the bold." So when a large enterprise decided that its on-premises access control system needed replacing, it chose to invest in a bold, future-first solution.

According to one former security consultant, the enterprise was using hardware over ten years old.

In addition to the system's underperformance, the on-premises solution required a server to be housed and maintained at many of its sites — this meant continual upgrades, maintenance costs and multiple physical key cards to access separate locations. In short, when it came to security, the enterprise was operating inefficiently.

The enterprise also wanted to integrate its access control with other software systems. However, any API integration with its current system would have been expensive and time-consuming to install. The enterprise needed a security solution to unify and connect its various retail, office, data and distribution centers globally.

INTRODUCTION
Large Enterprise • 145 Locations • 100,000+ Credentialed Employees

THE CHALLENGE
Outdated On-premises Access Control • Inability to Integrate • Failing Hardware

GENEA'S SOLUTION
Out-of-thebox API Integrations • Global Dashboards • Badge Designer • 24/7/365 Support
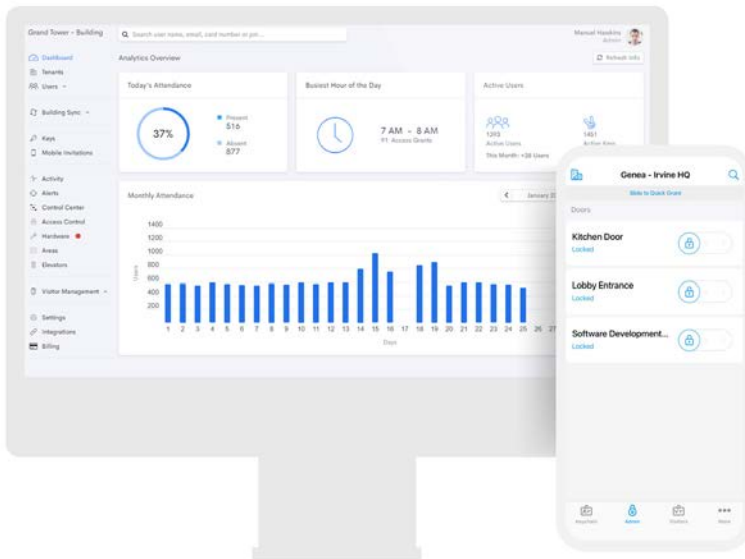
BENEFITS
Streamlined Workflow • Global Scalability • Reduced Maintenance Costs

LEVERAGING THE CLOUD

Due to its antiquated access control system, the enterprise's security teams were operating inefficiently. They quickly realized the need to migrate to a cloud-based solution. But with so many options, what made this enterprise choose Genea?

Migrating to the cloud meant fewer recurring maintenance expenses and less energy consumption. Contingency costs no longer needed to be set aside for unplanned system repairs.

Apart from the cloud-based requirement, the enterprise needed software that ran on non-proprietary hardware. This narrowed the options to only a few companies. According to a former security consultant, multiple features distinguished Genea from other providers. For instance, the next closest competitor required a 40-megabyte download onto all the security computers. Genea does not have this requirement.

"Forty megabytes is nothing nowadays, but for an enterprise this size — we had 900 security administrators. To put something on 900 PCs plus keep it updated and security patched — we did not want any part of it," the former consultant said.

A MODERN AND INTUITIVE USER INTERFACE

"We also wanted a modern and intuitive user interface. Genea fit that very well. Nobody else really did," the former consultant said. One of the primary benefits of Genea Security is its advanced yet user-friendly interface. From the dashboard, the enterprise's security team could access dozens of built-in features including the adding and removing of users, Badge Designer and Printing,

Badge Designer allowed the enterprise to brand its badges in its company colors, font and logo. Different templates could be used for various levels as well. For example, enterprise executives could have one style of badge while retail workers used another.

> " We also wanted a modern and intuitive user interface. Genea fit that very well. Nobody else really did."
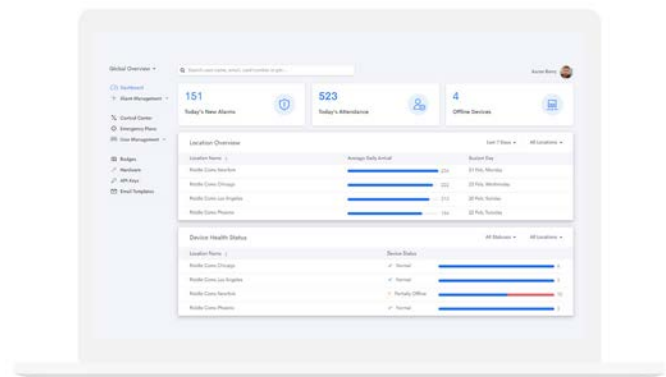
"The other systems we considered still seemed like part of the old school pack," the consultant said. "Genea did not have the same old-school mindset."

Unlike the on-premises system, which made the provisioning process more complex, Genea helped simplify the adding and removing of users. The enterprise noticed more automation occurring in the background of Genea Security. This meant there were fewer redundancies when it came to data entry. The specificity of the on-premises interface made it more intricate than necessary. On the other hand, Genea provided the tools they needed without superfluous additions.

GLOBAL INSIGHTS, GLOBAL PERFORMANCE

Most importantly, the enterprise now has the capability of monitoring each of its facilities from one computer window. From Genea's Global Dashboard, security teams can view data, such as equipment status and user activity, across its entire enterprise. They no longer needed to toggle between windows. "Genea has what you need and not a bunch of what you don't," the consultant said. "There are fewer clicks and windows you have to go through to do the same function."


"Genea has what you need and not a bunch of what you don't."
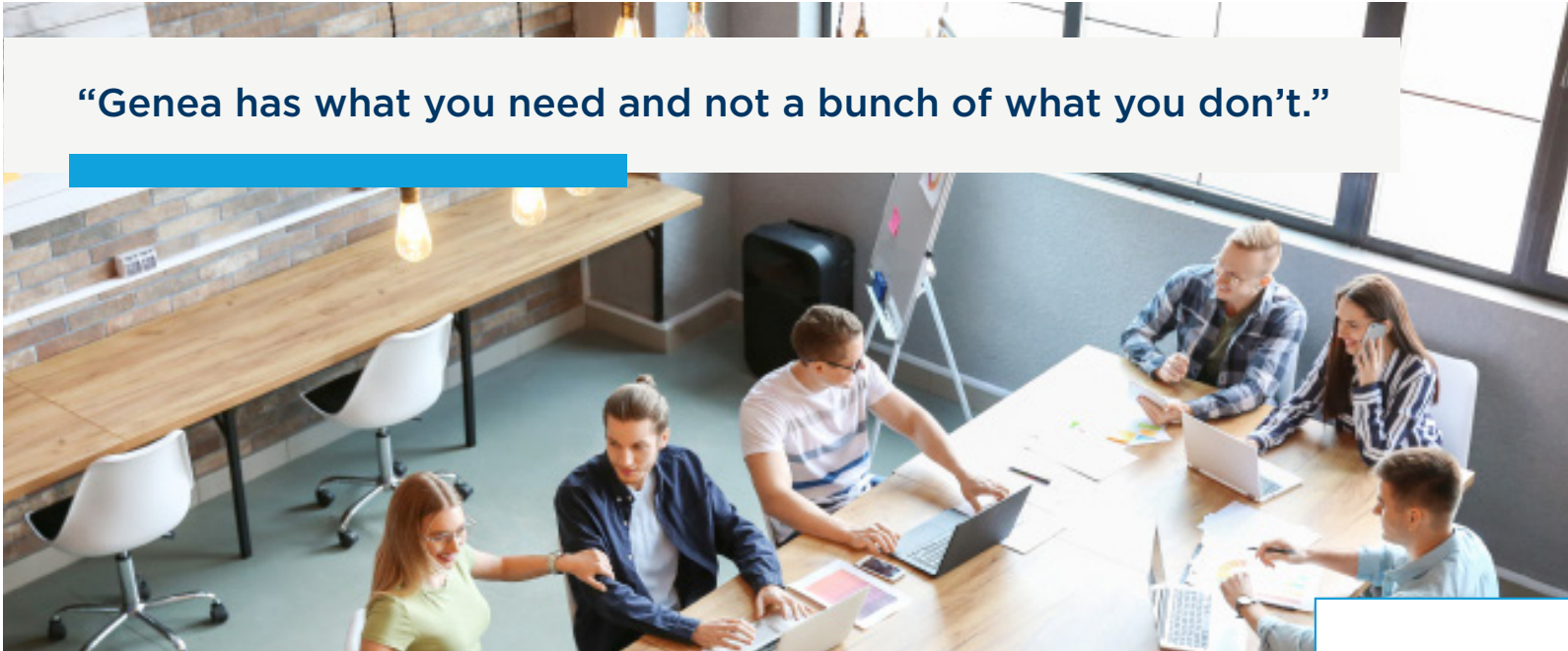
AUTOMATION WITH API INTEGRATIONS

The enterprise also requested several API integrations. Prior to the installation, they did not have any usable third-party API integrations (e.g., identity or video management). While most companies charge for these integrations, all Genea's out-of-the-box integrations are included. The enterprise took advantage of Genea's integrations with Active Directory and its HR system. When updating credentials, Active Directory sends information to Genea, and Genea automatically creates user profiles based on that information.

The other access control providers that this enterprise had been considering charged extra for API integrations. They wanted the ability to initiate the APIs themselves without having to involve the provider and avoid paying any extra fees.
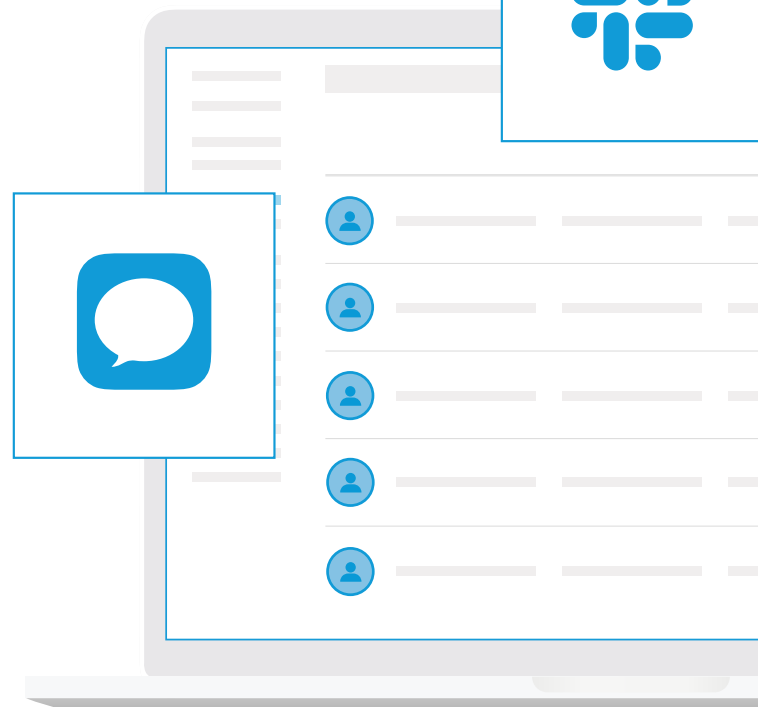
LIVE 24/7/365 SUPPORT

Unlike any other access control system, Genea provides live 24/7/365 support. The enterprise's hundreds of administrators and thousands of end users now receive direct service as soon as any issue arises. "The service was definitely a factor in our decision," the consultant said. "We liked the white-glove approach and not having to have on-call personnel if an issue arises."

> "We liked the white-glove approach and not having to have on-call personnel if an issue arose."

Genea provides Level 1 software support to its end users. Through our trusted partner integrators, we ensure that issues get resolved quickly and efficiently.

On the off chance something goes wrong, Genea will troubleshoot it so the enterprise's internal IT team doesn't have to spend energy trying to fix the problem.

A SEAMLESS TRANSITION

Genea and its system integrators work closely with customers to develop comprehensive migration strategies. In a matter of months, Genea Security was installed in over 140 locations across the United States, with over 100,000 employees receiving credentials.

Learn More

For more information about Genea Security, visit www.getgenea.com.

HOW GENEA CAN HELP YOU

Genea Security pairs advanced, cloud-based technology with the flexibility of non-proprietary hardware. The result? Teams can add and remove users, monitor access events, respond to emergencies, and more right from a Global Dashboard. IT and security administrators can go a step further by assigning access keys in any form — from physical key fobs and cards to mobile keys. Best of all, it's backed by Genea's 24/7/365 customer support, ensuring you get help when you need it.

Case Study

Contact Us

Give us a call 24/7/365

(866) 935-1557

Support

Helpdesk help.getgenea.com

Email support@getgenea.com

Home Office

19100 Von Karman Ave. Suite 550

Irvine, CA 92612

getgenea.com