

The challenge of a worldwide project

A powerful personality and experience are necessary to execute a world wide implementation of a security system. To draw up a corporate security policy and implement it as well. To handle cultural differences without making concessions. Dick Kuizenga, director of European VIP services in Amsterdam is working on the worldwide implementation of the AEOS security system together with Nedap Business Partners for the financial management firm, TMF.

TMF is a genuinely global management and accounting outsourcing firm, with over 2.000 professionals working from 73 offices in 57 countries around the world. All offices are company-owned to ensure the highest quality world-wide. 25 of the offices are already equipped with the security management system from Nedap AEOS, and the implementation continues to be successful.

Implementation of a corporate security policy

According to Dick Kuizenga the reason that a company would want to have a single security system world-wide, is quite simple. "When a company expands fast and the customers' confidential information needs to be guaranteed, it is very important to be able to minimize risks, and to keep the risks involved under control. A single global security system enables you to be more efficient in arranging these necessities. If employees travel regularly between different offices in different countries, it is of absolute importance to arrange in advance who has access to which buildings and, even more important, to which information. With multiple systems this is impossible. For example: has the fired employee really been deleted from the access control system and can we therefore be sure that he no longer has access to the offices? Also, evaluating the implemented security policy becomes easier with one single system."

One may think that implementation of a world-wide security system is a lot of work. In fact, the contrary is true, continues Dick Kuizenga. "AEOS offers the possibility to divide authorizations by location or region, meaning that visitors and employees can be registered locally. The final check can still be done centrally and issued badges are verified from one central point. The AEOS users operate the web application via a standard web-browser. If the software needs to be updated, it is much more complicated if this has to be done for different systems in different countries. With a single system, it can be done in one go."

The corporate Safety & Security policy for TMF can be implemented in all the TMF offices in the world by using AEOS. Nevertheless, there are some aspects of any security policy that can not easily be implemented in a security system. For instance, searching for locations for new offices involves a detailed environment investigation to exclude external risks, such as dangerous companies in the neighborhood, as much as possible. Furthermore the security system at TMF is extensively supported through reliable locking, fire detection and smoke detection. Important and vulnerable spaces or rooms, like a server room, are protected via additional measures.

Dick Kuizenga started his carrier with the military police and worked at the National Airport, Schiphol. The royal family was also secured under his responsibility.

In 1978 Dick Kuizenga started his own company in the hotel security branch. European VIP Services now has become a company with expertise in different areas, such as hotel security, event security and risk management. Furthermore European VIP makes business continuity plans for companies and also provides courses for document recognition.

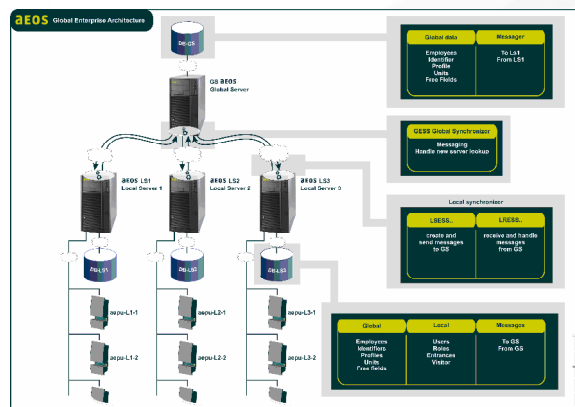
A varied product line with one purpose: making sure that people can be safe.

Risks

Dick Kuizenga suggests that their single global security system, AEOS, controls and minimises these risks. "The central server of TMF in Amsterdam fulfills a very important role. The AEOS controllers in the different time zones are connected with this server through network connections. However, if one of these connections is interrupted, this does not have any consequences for individual offices. Locally, one can always unbolt doors or activate alarm systems via the AEOS system. AEOS also makes sure that the different locations function properly. Possible defects at UPS or electronic locks are reported and locations can be called upon to recover these."

The global Enterprise Edition for AEOS is especially designed for a global business environment with, amongst others, multiple sites in different countries, local administrators and shared information between different sites and servers.

The number of servers for TMF will be further extended, according to Dick Kuizenga. "We want to put in an extra server per continent to keep the risk of interrupted network connections to a minimum. This means that if the network breaks down, local users can continue with their work. The locally imported data is distributed via global servers, meaning that the servers in the different continents always have the necessary data."



Global Enterprise Edition AEOS

Multiple Time Zones

Another important issue that is involved when executing a world wide project is multiple time zones. Normally, the time zone where the central server is situated is the time zone which is reflected. AEOS is the first system that makes it possible to configure access templates in the local time zone. 7 O'clock in the morning in Shanghai, really is 7 O'clock in the morning, whilst in Miami also the local time is reflected. This feature really improves and simplifies administering access templates. By event monitoring both the server and the local time can be showed and therefore prevents for mistakes.

Document Control

Refinement of the required information is really important in a worldwide security system. Because AEOS is able to connect intrusion, fire and video data locally, this information can also be centralised. For example, if an employee gives his/her authorised badge to another person, AEOS can check by means of a video camera if the person matches with the photo in the AEOS database.

Personalised and intelligent access badges and accurate document control are of great importance for a perfectly working security system. In 75 percent of the cases, the judgment of documents is not difficult if employees have had a good education in document control. Nevertheless, in 25 percent the documents are false, falsely acquired or look-a-likes. In the 27 countries of the European Union, where citizens have the right to move and reside freely within the territory of the Member States, there are 27 official passports. Accordingly, all employers in Europe should be able to verify at least 27 passports authenticity.



At the moment it is being investigated if the registration of visitor information can be improved for TMF. By connecting a document scanner in AEOS, information can automatically be taken from a document. Visitor Management becomes easier for receptionists and the risk of making mistakes can be reduced.

This is another step ahead to keep risks under control as efficiently as possible.

It is important that the impact on the organization should be minimized. With this as a priority, the organization and its employees can give as much attention to their customers as possible. The clientele from TMF may trust that everything possible will be done to guarantee that confidential information will be treated as such; access control for employees and visitors of the office is an important link in this process.

Installation and support of a global security system

How can one support and install a global system in so many different locations in different countries in an efficient way? Dick Kuizenga suggests that:

“Nedap makes it possible, with its extended Business Partner network, to deliver both quality and an unambiguous solution. To make this possible, a blue print has been designed together with Nedap. This blueprint enables all the partners to reach the same quality. In practice, the partners differ from each other, for instance they are inspired by different cultures.”

Nedap employs a Global Project Manager to level out these differences and to guarantee the quality and progress of the projects. In the countries where Nedap does not have business partners, these will be identified with TMF. Nedap then educates the business partners. Obviously, besides installation and configuration, the service is very important. Without a local partner, good service cannot be provided.’

Facts TMF

Headquartered in Amsterdam
72 offices worldwide
Active in 56 countries
2000 employees
AEOS Security System in 25 offices

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