

CASE STUDY:

THE ACCESS REQUIREMENTS GOVERNMENT AGENCIES DEMAND

The government agencies of Orange County, CA, are a perfect example of what this type of client requires in security. Checkpoint Systems' Access Control Products Group provides electronic access control security solutions for a broad base of commercial and industrial markets. According to Checkpoint, like most government agencies across the country, Orange County has placed increasing emphasis on the security of its employees and its buildings in recent years. The ability to grant or deny building access and monitor traffic flow in and out of over 60 facilities is truly a challenge—especially when combined with today's state of world events. Checkpoint's products are sold worldwide through a certified dealer network and private label sales. Checkpoint Systems and its dealers continue to evolve access control solutions with new technology and features designed to meet changing users' needs. The Access Control Products Group is headed by General Manager Douglas Karp.



Douglas Karp

An Ongoing Relationship

The relationship between Checkpoint Systems, Inc. and the Internal Services/Facilities Operations Division of Orange County, CA has a long history that dates back to 1986. That's when the County chose Checkpoint Systems to implement card-activated access control on a single door with 400 users. Over the past 18 years, the number of Orange County's municipal facilities has continued to grow along with the number of employees and visitors frequenting these locations. Today, Orange County is in the process of upgrading from Checkpoint's ThresholdEnterprise Access Control System—which has served the County's Internal Services/Facilities Operations Division with more than 1,800 readers spread across all

facilities—to its new Pinnacle Plus. The county's buildings are all networked to the division's main office in Santa Ana, CA, for centralized programming,

control and monitoring via LAN/WAN. Over 30,000 users are currently enrolled in the system.

The Services/Facilities Operations Division of Orange County has been overseeing the evolution of the county's access control system project since its inception. When the project first started, management's objective was to save money on re-keying buildings by employing some form of card access that could be used by all agencies and departments. The division sent out 35 invitations to bid on the project with a list of system requirements including networking ability, which was via modem at that time. They also wanted an access control system that could be installed and serviced by the county's staff along with other parameters such as warranty support, training of county staff and support from the selected manufacturer for further expansion.

Orange County made its final selection based on the predetermined criteria as well as discussions they conducted with other facilities that were already using Checkpoint's Threshold Enterprise access control system. In addition, Checkpoint's ThresholdEnterprise was designed for advanced security management applications. Its expandability made it the logical choice for Orange County's Services/Facilities Operations

Division, given the growth rate of the county's access control system.

Growing the Relationship

Checkpoint's access control system has run great since day one for the division—even with all the system upgrades and expansions over the years. Now the county is in the process of changing all of its magnetic stripe readers to proximity readers. It's the modern equivalent of eliminating the physical contact that used to deteriorate keys and locks with repeated use.

Orange County has a multifaceted staff that has been actively involved in all aspects of the access control system's evolution to date. The staff has worked with Checkpoint's software for many years, to the point that they can instruct the staff in the control center to initiate program changes from over the telephone. Their knowledge of the system also makes it easy to communicate with Checkpoint's Technical Services.

Orange County's Services/Facilities Operations Division's staff is always exploring new ways to use Checkpoint's access control system to solve a wide array of security needs. One

of the areas where the system has proved highly effective is in law enforcement—in evidence rooms, refrigerators and freezers and in various laboratories. The county staff has also used the system for emergency lockdowns and lockouts in

specific buildings when needed.

The county recently completed upgrading all its access control operations to Checkpoint's ThresholdEnterprise and is in the process of upgrading to Checkpoint's latest version of



Card holder information is easily accessible.



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Pinnacle. After running a beta system test site, Orange County's Services/Facilities Operations Division realized that Pinnacle delivers new, powerful capabilities that will further improve the county's ability to manage its access control network.

Checkpoint Systems' Pinnacle elevates access control to a new plateau by offering clients like Orange County more control, greater flexibility and enhanced security for multiple facilities with different systems criteria. Pinnacle builds on the flexibility and scalability of ThresholdEnterprise with an intuitive user interface that is very user-friendly, and adds feature-rich hardware and software packages. Pinnacle, integrated with Checkpoint's



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modular controllers, also offers an expanded library of features that includes a versatile scalability, unlimited expandability for ongoing growth, wide-ranging administrative options and compatibility with leading third-party solutions.

In Orange County, Pinnacle will help manage building access from a central point and will minimize on-site troubleshooting constrained by distance and traffic. At the same time, each agency requires some security autonomy. For example, each county agency wants its building's cards to carry a particular logo and graphics and a significant number of the County's employees need fast access to more than one building. There may be times, for example, when emergency response requires county sheriffs to get into a health care center without delay. Pinnacle's wide range of extended features thus proved very attractive. These features included: security system administration and control with the power to set-up multiple passwords and permissions per user; simultaneous monitoring of separately defined regions; SQL database management and system partitioning;

extensive report options; DVR and CCTV integration with mapping; and, a powerful software development tool (SDK), to take advantage of Pinnacle's open architecture for customization and advanced integration.

Checkpoint continues to provide the staff of Orange County with training in both field system support and computer programming so they can proceed with the upgrade to Pinnacle. New facilities being integrated into the system are installed by authorized Checkpoint dealers in the Orange

County area. One of the elements that have helped perpetuate Checkpoint's relationship with Orange County is the company's outstanding technical support and willingness to work to help solve end user's problems in the field. Orange County needs a high level of customization and labor-efficient solutions, making them quite a demanding customer. Checkpoint dealers are quick to respond and, consequently, the company has solidified a longstanding relationship with Orange County over the years.

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