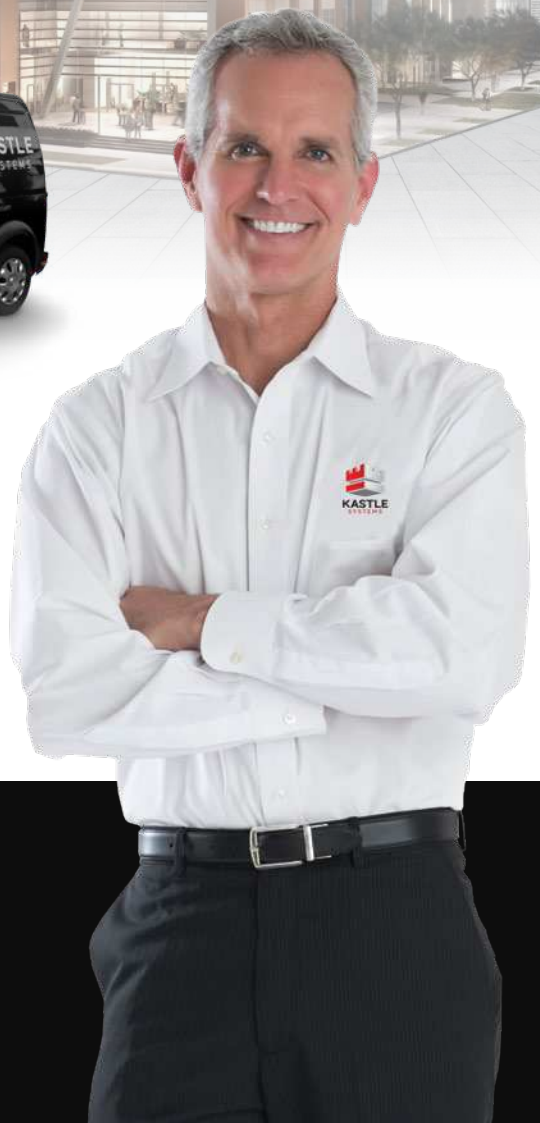
KASTLE SYSTEMS



MANAGED SECURITY SERVICES

DOES YOUR SECURITY SOLUTION TRULY PROTECT YOUR FACILITY AND WHAT'S INSIDE?

A MANAGED SERVICES APPROACH TO SECURITY ENHANCES SAFETY, REDUCES RISK, INCREASES CONVENIENCE, AND PROVIDES END-TO-END PROTECTION FOR YOUR PEOPLE, PROPERTY, AND ASSETS.

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This eBook explores the benefits of having a partner to guide, oversee, and manage all aspects of your physical security program.

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YOUR ACCESS CONTROL AND SECURITY SYSTEM WORKS JUST FINE – OR DOES IT?

It's 10:00pm on a typical Monday night in a downtown office building, and the side door of a large tenant suite is propped open with a cleaner's trashcan.

An employee of a neighboring business on the same floor has been working long hours lately, and notices that the propped condition is a pattern. On this particular evening, he bypasses the trashcan, enters the suite and proceeds to walk out with his arms full of new laptops. Easy. The cleaners did not see him.

No one did.

The next morning, the finger-pointing begins. Not knowing for sure if it was an inside job, there's the all-too-familiar scramble. Since the video camera system was not designed with real-time alert notifications, no one was aware of the incident until after the fact. The camera management portal wasn't designed to be accessed remotely and wasn't even tied into their corporate network because of all the press about the vulnerabilities of hacking through IP camera systems.

After further inquiry, they learn that several of their cameras were not even recording at the time of the incident, but no one knew it, because the health of the system was not being actively monitored. The IT Manager says it's a Facility issue. The Facility Manager says to call the access control vendor to see if they can generate a reader report: they can - for a fee - and recommend calling the tenant's alarm company, who say there was no record of intrusion and suggest calling the video surveillance integrator. The video integrator says that support is limited because of an outdated license that can be made current to the tune of $2,900.

There has to be a better way...

A laptop is stolen every

53

seconds.

SOURCE: A report by Kensington: http://www.channelpronetwork.com/article/mobile-device-security-startling-statistics-data-loss-and-data-breaches

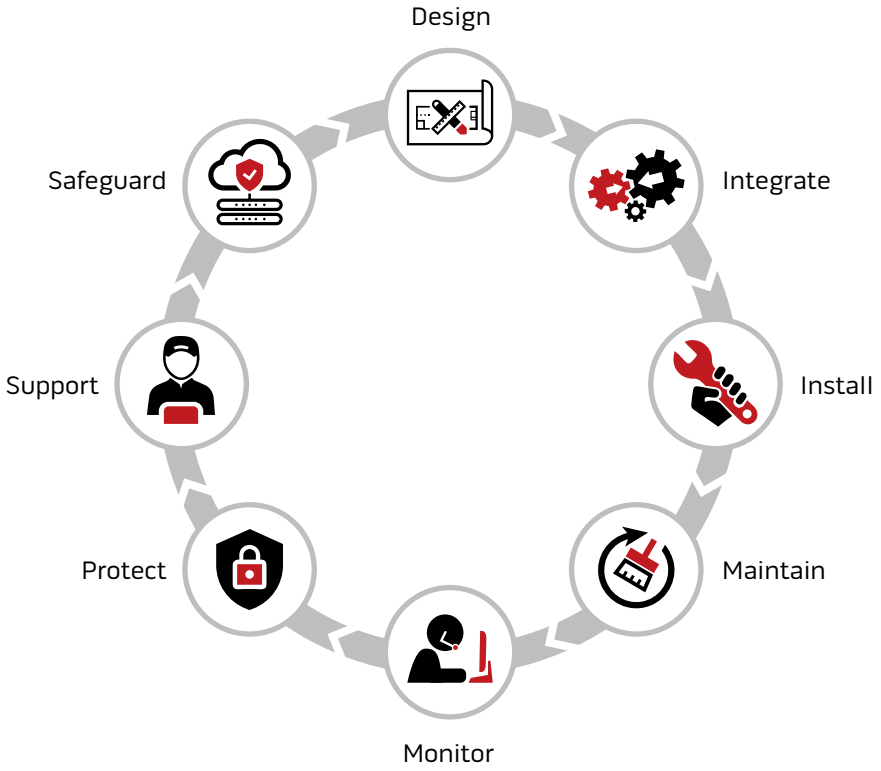
5,000 SQUARE FEET OR 5,000,000 – SIZE DOESN'T MATTER.

Whether you're securing 5,000 square feet or 5,000,000; a single suite or amenity space; one building, a campus, or multiple locations nationally or internationally - you must be able to quickly detect and respond to security threats.

It's illogical to assume that once a plan is in place a space is protected for the long-term, no matter how complete and thorough you believe the plan to be. As technology continues to improve and thieves get more sophisticated, gaps in your security are inevitable.

You already have enough to do in your day job. Are you keeping a good eye on all parts of your security at all times?

Each and every functional area is a critical part of your overall security program:



Keep reading if you want a better understanding of managed security and how this comprehensive approach is the best way to protect your people, property, and assets.

MANAGING AND MAINTAINING THE PHYSICAL SECURITY OF YOUR SPACES — AND THE SPACES IN THOSE SPACES — IS DIFFICULT AND CHALLENGING.

To secure your spaces, the people in them and their property, you need more than a few guards and some cameras.

In addition to the security systems themselves, you have to manage, track, and monitor:

+ Credentials – access for employees and guests
+ Disparate systems & technologies
+ Vendors & support plans
+ Points of contact
+ Contracts & invoices
+ Procedures
+ Training
+ Software updates and security patches
+ Hardware status and replacement

And then there's the data about your security program and its effectiveness. Do you have metrics? What do they show?

If you're overwhelmed, you're not alone.

WHEN THERE ARE GAPS IN YOUR PHYSICAL SECURITY, BAD THINGS HAPPEN, LIKE:

PERSONAL INJURY/LOSS OF LIFE

VANDALISM

LOSS OF MONEY

LOSS OF PRIVATE INFORMATION

LOSS OF REPUTATION

LAWSUITS

It's not enough to keep your doors locked, guards at the front desk, and video monitored throughout your spaces.

Facility managers and tenants need a holistic physical security program that integrates:

- + Access Control
- + Intrusion Detection
- + Video Surveillance
- + Mobile Technology
- + Visitor Management
- + Fire & Life Safety
- + Environmental Control
- + Identity Management

Your solution must be accountable, seamless, scalable and able to expand and evolve as your needs change and as the technology you use to drive your organization grows and evolves.

A holistic approach to physical security detects threats early and lessens the impact of negative outcomes, incorporating a complex, interconnected, and complete system. Holistic plans are balanced and organized and combine the right technology and management to safeguard a space appropriately.

HOW DO TODAY'S PHYSICAL SECURITY OPTIONS STACK UP?

The hardware, software and processes that make up a holistic physical security platform contain complex features, including:

+ System administration and programming
+ Signal and sensor monitoring for alarms and system status
+ Data storage, encryption and redundancy
+ Software maintenance, updates and upgrades
+ Hardware maintenance, updates, upgrades and replacement
+ Preventative and case-based servicing
+ Staff training
+ Real-time notifications & analytics
+ Mobile accessibility
+ High-definition video surveillance
+ Environmental sensors

Organizations rely on different approaches to managing these moving parts. To determine the right approach for your organization, you must first decide how much of your program you can/want to run, monitor, and manage.

Do you want complete or partial responsibility, or will you partner with an expert to manage it all?

2 PRIMARY APPROACHES TO SECURITY

OPTION 1

RUN IT YOURSELF SYSTEM (RIYS)

OPTION 2

MANAGED SECURITY SERVICES

OPTION 1:
RUN IT YOURSELF SYSTEM (RIYS)

Bringing the full responsibility for physical security in-house can give building and facility managers a sense of comfort and control, *if* they have the staff, time, and expertise to dedicate to it.

With a RIYS approach:

+ You choose an access control product, dealer and installer
+ You license and manage access control software and hardware
+ You take on the responsibility for software version management and signal monitoring
+ You purchase, configure and manage onsite or offsite redundant systems and data storage for business continuity and fail over
+ You contract for staff training as the team composition changes
+ You're contacted by tenants and employees when something goes wrong
+ You're responsible for keeping all systems up-to-date
+ You buy and install video cameras and video storage, and monitor the health of them for proper operation
+ You figure out which vendor to call when there is a problem.

Using a RIYS approach, you're responsible for everything, from determining your needs, downloading software updates, and ensuring you have the appropriate level of redundancy, to finding the right video feed to review, and revoking former employees' security access.

2/3

of mid-size businesses are running outdated versions of software

A Run it Yourself approach may be supported by a security integrator, who assembles the parts needed to secure your spaces. Integrators, however, aren't responsible for *all aspects* of your physical security.

Some integrators determine what you need and install it, but they don't manage it. Others may say they can handle everything but may not have the knowledge you'd expect. Perhaps they understand intrusion systems but not how to select and integrate video. Still others might outsource the installation and/or management, maintenance, and monitoring to a third party.

> This approach puts a burden on facility managers to coordinate and manage vendors and the process, and can leave gaps that create unnecessary risk.

OPTION 2:
MANAGED SECURITY SERVICES

With a fully managed approach, all of your security - from design, integration, and installation, to unlimited training, monitoring, emergency notifications, and maintenance - are overseen by one provider. You get more control over your security through a comprehensive set of managed security services from a single partner, as you streamline processes, systems, and controls.

You rely on the partner to be the expert and the responsible party, ensuring your system works the way you want it to work -- online, secure, up-to-date with the latest technology and delivering:

+ Enhanced security
+ Improved facility performance
+ Data-driven business insights
+ Convenience
+ Peace of mind

A managed approach ensures your system is run by a neutral third party - a dedicated partner who keeps complete focus on the security needs of your organization at all times.

Hiring an outside expert to manage complex, non-core areas of your business just makes good sense.

Outsourcing is not a new idea. Historically, companies have outsourced primarily to cut costs. But today, it is not only about cutting cost but also about reaping the benefits of strategic outsourcing such as:

+ Accessing skilled expertise
+ Reducing overhead
+ Leveraging flexible staffing
+ Increasing efficiency
+ Reducing turnaround time
+ Easily scaling systems to your needs
+ Automating system and data back-ups
+ Generating more profit

to reduce your risks, lower your costs, and allow you to focus on your day job.

A MANAGED SERVICE APPROACH ELIMINATES GAPS AND STRENGTHENS YOUR SECURITY.

You're pulled in so many directions that even if you believe you're on top of your physical security, there's a chance you're not.

Maybe this week you:

+ Just discovered that your video surveillance system was not recording
+ Learned a secondary entrance to your facility was not properly closed overnight
+ Didn't upgrade your security management software
+ Still haven't revoked access for the five people who left last week.

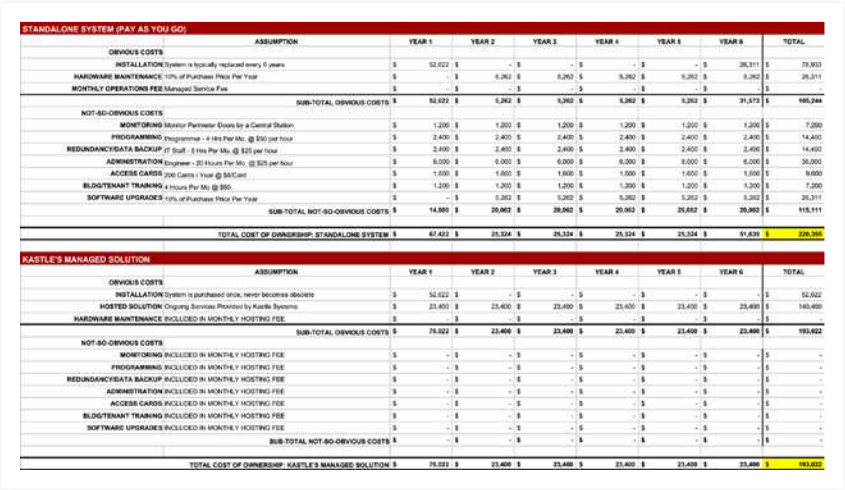
Managed Security as a Service (MSaaS) – provides you with:

+ Single, standard credential, platform, and database
+ Consolidated information to manage, navigate, and track
+ Dedicated, unified team managing and maintaining your security
+ Plan for executing security-related functions as without one, there's a good chance these tasks are performed by everyone - or no one
+ Legacy of historic information - even if the person responsible for a function leaves, there are others who can ensure your continued security
+ Fixed cost comprehensive coverage for things like maintenance, upgrades, vulnerability patches and system redundancy
+ 24 x 7 x 365 customer service.

Applying "Managed as a Service" to physical security

With Managed Security-as-a-Service, you're leveraging a full suite of technology and resources when you need it, safely extending that technology to other organizations, and paying a flat and predictable fee that covers everything.

Since there's no surprise or periodic large capital investment, you can decrease your physical security total cost of ownership (TCO) and avoid the not-so-obvious costs of other approaches.



STANDALONE SYSTEM (PAY AS YOU GO)								
ASSUMPTION	YEAR 1	YEAR 2	YEAR 3	YEAR 4	YEAR 5	YEAR 6	TOTAL
OBVIOUS COSTS							
INSTALLATION System is typically replaced every 6 years	$ 52,622	$ -	$ -	$ -	$ -	$ 26,311	$ 78,933
HARDWARE MAINTENANCE 10% of Purchase Price Per Year	$ -	$ 5,262	$ 5,262	$ 5,262	$ 5,262	$ 5,262	$ 26,311
MONTHLY OPERATIONS FEE Managed Service Fee	$ -	$ -	$ -	$ -	$ -	$ -	$ -
SUB-TOTAL OBVIOUS COSTS	$ 52,622	$ 5,262	$ 5,262	$ 5,262	$ 5,262	$ 31,573	$ 105,244
NOT-SO-OBVIOUS COSTS							
MONITORING Monitor Perimeter Doors by a Central Station	$ 1,200	$ 1,200	$ 1,200	$ 1,200	$ 1,200	$ 1,200	$ 7,200
PROGRAMMING Programmer - 4 Hrs Per Mo. @ $50 per hour	$ 2,400	$ 2,400	$ 2,400	$ 2,400	$ 2,400	$ 2,400	$ 14,400
REDUNDANCY/DATA BACKUP IT Staff - 8 Hrs Per Mo. @ $25 per hour	$ 2,400	$ 2,400	$ 2,400	$ 2,400	$ 2,400	$ 2,400	$ 14,400
ADMINISTRATION Engineer - 20 Hours Per Mo. @ $25 per hour	$ 6,000	$ 6,000	$ 6,000	$ 6,000	$ 6,000	$ 6,000	$ 36,000
ACCESS CARDS 200 Cards / Year @ $8/Card	$ 1,600	$ 1,600	$ 1,600	$ 1,600	$ 1,600	$ 1,600	$ 9,600
BLDG/TENANT TRAINING 4 Hours Per Mo @ $50	$ 1,200	$ 1,200	$ 1,200	$ 1,200	$ 1,200	$ 1,200	$ 7,200
SOFTWARE UPGRADES 10% of Purchase Price Per Year	$ -	$ 5,262	$ 5,262	$ 5,262	$ 5,262	$ 5,262	$ 26,311
SUB-TOTAL NOT-SO-OBVIOUS COSTS	$ 14,800	$ 20,062	$ 20,062	$ 20,062	$ 20,062	$ 20,062	$ 115,111
TOTAL COST OF OWNERSHIP: STANDALONE SYSTEM	$ 67,422	$ 25,324	$ 25,324	$ 25,324	$ 25,324	$ 51,635	$ 220,355

KASTLE'S MANAGED SOLUTION							
ASSUMPTION	YEAR 1	YEAR 2	YEAR 3	YEAR 4	YEAR 5	YEAR 6	TOTAL
OBVIOUS COSTS							
INSTALLATION System is purchased once, never becomes obsolete	$ 52,622	$ -	$ -	$ -	$ -	$ -	$ 52,622
HOSTED SOLUTION Ongoing Services Provided by Kastle Systems	$ 23,400	$ 23,400	$ 23,400	$ 23,400	$ 23,400	$ 23,400	$ 140,400
HARDWARE MAINTENANCE INCLUDED IN MONTHLY HOSTING FEE	$ -	$ -	$ -	$ -	$ -	$ -	$ -
SUB-TOTAL OBVIOUS COSTS	$ 76,022	$ 23,400	$ 23,400	$ 23,400	$ 23,400	$ 23,400	$ 193,022
NOT-SO-OBVIOUS COSTS							
MONITORING INCLUDED IN MONTHLY HOSTING FEE	$ -	$ -	$ -	$ -	$ -	$ -	$ -
PROGRAMMING INCLUDED IN MONTHLY HOSTING FEE	$ -	$ -	$ -	$ -	$ -	$ -	$ -
REDUNDANCY/DATA BACKUP INCLUDED IN MONTHLY HOSTING FEE	$ -	$ -	$ -	$ -	$ -	$ -	$ -
ADMINISTRATION INCLUDED IN MONTHLY HOSTING FEE	$ -	$ -	$ -	$ -	$ -	$ -	$ -
ACCESS CARDS INCLUDED IN MONTHLY HOSTING FEE	$ -	$ -	$ -	$ -	$ -	$ -	$ -
BLDG/TENANT TRAINING INCLUDED IN MONTHLY HOSTING FEE	$ -	$ -	$ -	$ -	$ -	$ -	$ -
SOFTWARE UPGRADES INCLUDED IN MONTHLY HOSTING FEE	$ -	$ -	$ -	$ -	$ -	$ -	$ -
SUB-TOTAL NOT-SO-OBVIOUS COSTS	$ -	$ -	$ -	$ -	$ -	$ -	$ -
TOTAL COST OF OWNERSHIP: KASTLE'S MANAGED SOLUTION	$ 76,022	$ 23,400	$ 23,400	$ 23,400	$ 23,400	$ 23,400	$ 193,022

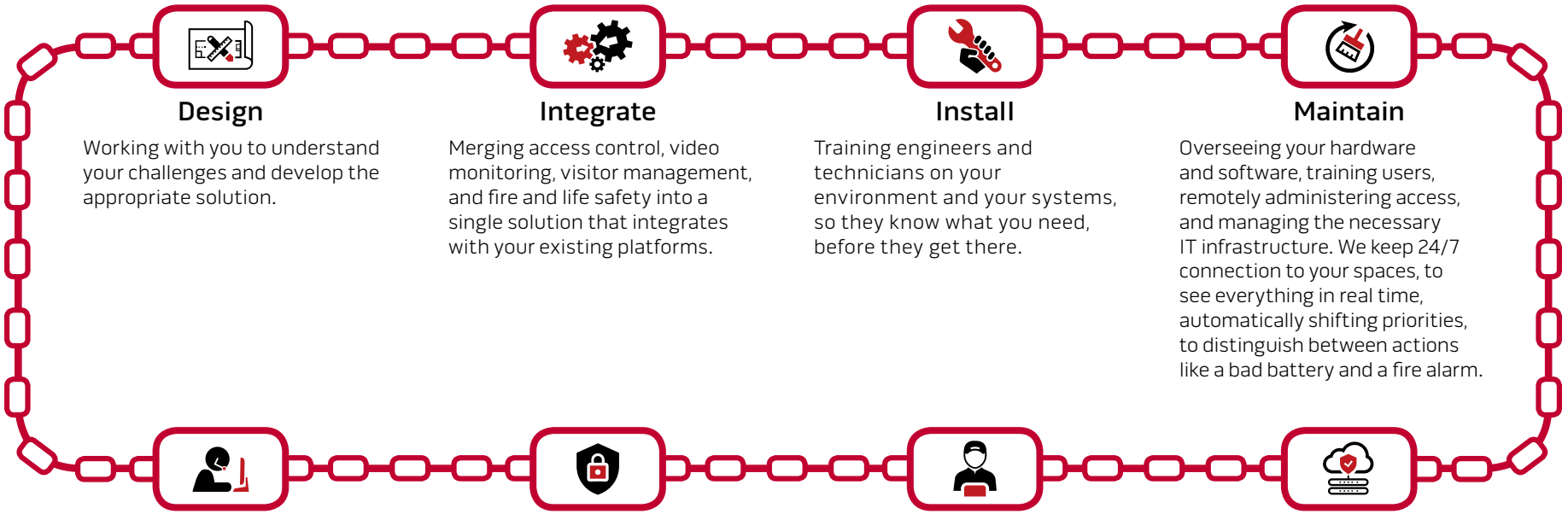
Security guards typically cost between $19 and $22 per hour. With a Managed Security approach, you can adjust how you're using them and better leverage this expensive manpower.

THE KASTLE SYSTEMS MANAGED SECURITY SOLUTION

Kastle Systems was founded over 45 years ago to enable people to leverage the latest in security technology without having to become experts themselves.

By taking responsibility for the management and maintenance of the systems we design and install, our clients gain more control over their physical security, not less; a comprehensive set of integrated security services; and a single, accountable partner to maintain, preserve, and protect all the links in their physical security chain.

Kastle's managed physical security services approach means:



Design

Working with you to understand your challenges and develop the appropriate solution.

Integrate

Merging access control, video monitoring, visitor management, and fire and life safety into a single solution that integrates with your existing platforms.

Install

Training engineers and technicians on your environment and your systems, so they know what you need, before they get there.

Maintain

Overseeing your hardware and software, training users, remotely administering access, and managing the necessary IT infrastructure. We keep 24/7 connection to your spaces, to see everything in real time, automatically shifting priorities, to distinguish between actions like a bad battery and a fire alarm.

Monitor

Someone trying to force a door open, you'll know; leaving a door open too long, you'll know; cutting a system wire, you'll know. Our inherent resiliency allows any location to immediately take over for another without lag.

Protect

Knowing what to do in the case of a security event. We have your protocols and can decrease the number of false alarm calls to 911.

Support

Talking to a real person, a single point of contact. There are humans on the other end, and those humans know you.

Safeguard

Backing up, backing up, backing up. Monitoring at our four centers is reliantly architected. Security signals go to all locations and one center responds.

	KASTLE'S MANAGED SECURITY SERVICES	RUN IT YOURSELF SYSTEM (RIYS)
Single credential access to multiple spaces	Yes	Requires a Different Credential for Every Site & Upkeep or Elaborate Programming
Mobile capabilities and convenience	Yes	Requires IT & Support, Integration & Integration Maintenance
24x7 real time monitoring	Yes	Requires Geo-dispersed Redundant, UL Listed 24x7 Monitoring Centers. Requires 24x7 Staffing of Center & IT Support
Always Up to Date	Yes	Requires License Fees Software, Regular Updates & IT Support
Multi-tenant & multi-site support	Yes	Requires Federated Software License, IT Infrastructure & Support
Off-site hosting for back-up & Disaster recovery	Yes	Requires Redundant System Licenses, Duplicate Fees, Servers & IT Support
Unlimited scalability	Yes	Requires Additional License, Servers, & Added Fees Per User Site
Administration from anywhere	Yes	Requires Additional License Fee Per User Site
Unlimited authorizer training	Yes	Up to $1,500 - $2,500 Per Student, Per Class
Lower cost of ownership	Yes	Industry Standard = 7 Year System Replacement or Sooner
A single point of contact & dedicated team	Yes	Requires Multiple Organizations
Quick care service	Yes	Depends on the Terms of the Maintenance Agreement. Typically within Days vs. within the Same day
Web-based tools for centralized visibility & control	Yes	Dependent on Software; May Require Integration & Upkeep
Built-in Encryption/Data Protection	Yes	Requires Elite IT Support
Integrated Platform	Yes	Requires One Provider & Elaborate Programming

Remember the stolen laptop scenario we outlined at the beginning of this eBook?

If, instead of a Run It Yourself System, the company had Managed Security Services from Kastle, the situation would have been a little different. Let's take a closer look.

The very first time the cleaners propped the door open, door sensors would have triggered an alert to Kastle's 24x7 Operations Center, and the customer point of contact would have been notified to address the incident with the cleaning company. It's likely that the story would have ended there.

However, even if the propped door went undetected, the video surveillance cameras would have picked up after-hours activity and real-time notifications with a video clip would have been sent to the customer point of contact to review and investigate further via the cloud-based video management portal, which can be accessed remotely via a mobile phone, laptop or desktop computer.

And, that the cameras were not recording would not have been an issue. The moment the cameras went offline, Kastle's 24x7 team would have received a system alert and then notified the client and worked with them to get the cameras back online immediately.

The card reader reports would have been covered by the monthly service fee and could have even been generated by the client, from anywhere, using the myKastle management portal. The $2,900 software update would have been a non-issue as well, as Kastle includes all software updates at no additional charge.

So, there IS a better way! Managed Security Services from Kastle Systems.

Kastle is on a mission to be our customers' best service provider by making spaces safer, smarter and more convenient for those who own, manage and occupy them. Our goal is for security to be accessible and understandable to everyone who needs it.

If the protection of your people and your assets are on the top of your To Do List, consider a managed approach to your physical security systems.

If having your security managed by experts who can do it more effectively than you can on your own resonates with you, let's talk.

Are you ready to get started?

For more on how Kastle ensures the strength of each link in the security chain, to protect your people, property, and assets, contact us at **855.527.8531** or **info@kastle.com**.

ABOUT KASTLE SYSTEMS

Kastle Systems has been leading the revolution of the security industry since 1972. Named the Systems Integrator of the Year for outstanding innovation and customer experience by SDM, the industry's leading trade publication, we operate and manage sophisticated security systems for clients remotely, around-the-clock and around the world, protecting more than 10,000 locations using highly innovative security solutions, including access control, video surveillance, visitor management, and integrated identity management. Our expert outsourced security services significantly reduce costs and improve the critically important, 24x7 performance of security systems for building owners, developers, property managers, and enterprise tenants. Headquartered in Falls Church, Virginia, we are consistently ranked the #1 Security Provider in DC by the Washington Business Journal and are on CIOReview's List of Top 10 Physical Security Providers.

MID ATLANTIC REGION

Washington, DC
6402 Arlington Boulevard
Falls Church, VA 22042
703.528.8800

Philadelphia, PA
2325 Fairmount Avenue
Philadelphia, PA 19130
215.232.3700

Miami, FL
150 S. Pine Island Road
Suite 300
Plantation, FL 33324
786.815.5353

NORTHEAST REGION

New York, NY
655 Third Avenue
Suite 1520
New York, NY 10017
212.824.3800

MIDWEST REGION

Chicago, IL
225 West Wacker Drive
Suite 300
Chicago, IL 60606
312.849.8800

SOUTH REGION

Houston, TX
3121 Richmond Avenue
Houston, TX 77098
713.528.2700

Dallas, TX
15950 North Dallas Parkway
Suite 400
Dallas, TX 75248
214.638.8111

Austin, TX
111 Congress Avenue
Suite 400
Austin, TX 78701
512.801.7894

WEST REGION

Los Angeles, CA
1300 John Reed Court
Suite A
Industry, CA 91745
310.645.0222

San Francisco, CA
244 California Street
Suite 510
San Francisco, CA 94111
415.962.1300

INTERNATIONAL

Sydney, Australia
2 Lincoln Street Lane Cove
New South Wales 2066
011.61.2.9428.7000