



HILTI CORPORATION USABILITY & HIGH SECURITY, HAND IN HAND

If you've ever been to a construction site, chances are you've seen Hilti Corporation's construction tools or its plumbing, heating and air conditioning mechanisms. Hilti's signature bright red industrial tools and components are used by construction crews around the world. The worldwide renowned brand, Hilti Corporation, has been providing leading-edge technology to the global construction industry since 1941. The company is located in more than 120 countries and employs 20,000 people worldwide.

Its North America headquarters are located in Tulsa, Oklahoma where it employs more than 700 people. As the corporate headquarters grew in size, it became increasingly important to protect its numerous assets. Hilti turned to Dowley Security Systems, Inc. who helped plan and design their security management system. After assessing Hilti's needs, which included protecting a large product testing area, training department, and operations, sales and administrative offices, Hilti chose to install G4S Technology's Symmetry Business Security Management System.

One of Hilti's first mandatory security procedures was that all employees wear a security issued identity badge. Symmetry Business helped Hilti meet this first security requirement. All employees have their photo taken and are issued a proximity card. The proximity card is programmed to allow the employee into their designated department, and any other areas of the headquarter building pertinent to their job function. They are also assigned entry and exit times. Contractors and vendors are issued proximity cards with limited access. Visitors with escorts must wear a badge as well, but it is not a proximity card. Symmetry Business comes standard with a visitor management feature to help manage access for all visitors.

"Everyone who enters Hilti or works for Hilti is required to wear a badge to prove who they are and that they belong in the building," said Hilti Corporation, Corporate Security Supervisor, Lonnie Parker. "Implementing access cards allows the security department to keep track of who is coming in and out. This is critical information to track if there is an incident."

Symmetry Business' ID badge designer, included in the access control software, allows Hilti's security staff to easily capture card holder images, design badge layouts and print on demand. Hilti creates different styled badges for contractors and employees, making it easy to decipher who is an employee and who is a contractor.

Around the clock security staff works in a large command center that uses 8-10 monitors, with 28 CCTV cameras, to manage its Symmetry Security Management System and its 80 proximity readers. In addition to access control, they use Symmetry as an intrusion system and monitor access points on interior doors and main doors throughout the facility. When a door is held open too long, an alarm is activated in the command center. The security staff can dispatch a guard or radio the roaming guards to investigate. The easy-to-use Symmetry system makes it simple to know right where to dispatch the guard saving critical time and minimizing security risks.

"It was important to the security staff to install a user friendly security management system," said Dowley Security Systems, Inc., General Manager, Mary Reed. "Symmetry Business is user friendly and easy to understand."



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The warehouse created a special challenge for Hilti. Inventory would turn up missing, leaving the manager baffled as to its location. After further investigation, it was discovered that internal departments would pull product from the shelves to use in presentations without following the proper procedures for requisitioning the products when needed. With Symmetry they were able to set this area up as a restricted area.

"Symmetry Business not only secures our warehouse from unauthorized employees and guests, but it helped enforce a company policy," said Parker. "Thanks to Symmetry, staff must follow the proper procedures when they need product for any reason. This has saved countless man-hours over the years and helped our department run more efficiently."

Other areas within the headquarter building are highly restricted due to different sensitivities:

Computer room -The main servers are kept under tight control and only the IT department and high level executives are allowed access.

Warehouse area - Only authorized people are allowed into that area during peak operating times to protect employees and assets.

About Dowley Systems

Dowley Security Systems is the leading provider of electronic security and network integration solutions delivering a full range of security design, installation, service and support to the critical infrastructure and commercial markets. Dowley combines innovative designs, proven technologies, project managed installations and digitally dispatched service teams. The unique manner in which they fully integrate all aspects of a security platform solves their client's needs and sets the Dowley team apart. "Dowley has provided Hilti with excellent service and support over the years," said Parker.

Future

Many cities throughout the United States have Hilti storefronts. At this time, the retail stores do not have access control, but Parker and his security team are looking forward to possibly standardizing on Symmetry in the future. G4S's Symmetry product line will easily allow Hilti to add an

unlimited number of store front locations to its security management system. Hilti will still have the same easy-to-use Symmetry system, and the capability to manage multiple locations from it central command center in Tulsa. Symmetry Business allows card administration and remote monitoring to be completed via a web browser, creating an easy-to-use, centrally managed security process for the security department.

"When it comes to security, I believe the number one thing that any company wants is to invest in a security system that works," said Dowley's Reed. "It protects their assets, whether it is people, inventory, or premises, anything that is an asset. I think that going forward with G4S's Symmetry system, they are going to continue to have that security and they are going to know and have the confidence that they are taken care of and they'll be able to expand the system they have."

Symmetry Business employs an open architecture platform, providing the ability to integrate with third party vendors and import data from personnel or other databases. As Hilti's needs expand over the years, the company has the option to integrate Symmetry Business with their current video management system or other human resource or building management systems.

"That's one of the great things about G4S; it's not just an access control system, it's true security integration," continued Reed. It integrates with cameras, and with other systems to allow you to fully secure your building or buildings."

Parker concurs, "It's a user friendly system that serves our needs today and provides growth if and when we do expand."



G4S Technology

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