NOWFORCE USE CASE: CAMPUS

Verint Campus Solutions: Security, Safety and Efficiency

Universities and educational facilities, especially those spread across multiple campuses, pose unique security risks. Most notably, the safety and security of a large student and faculty population relies primarily on guard monitoring and response. There are risks for various attacks across the enterprise both on individuals as well as large crowds. Guards must respond to notifications of suspicious activity and determine which alarms are relevant or false. Even banal incidents require logging and attention, and security personnel must ascertain an appropriate response for each communication.

It is difficult to provide comprehensive coverage of a vast geographical area and utilize resources effectively. There is often an influx of information and no capacity to organize or act appropriately upon it. Precious time and resources can be mismanaged, misdirected or mishandled. Officials require holistic situational awareness to correctly categorize, manage and respond at a moment's notice.

PROJECT DETAILS

REGION	PROTECTING	FACILITIES SPAN	COVERAGE AREA	GUARDS REQUIRED
SOUTH AMERICA	**19,000** STUDENTS	**11** CAMPUSES	**235,000** SQUARE METERS	**20%** REDUCTION

The User

A private university in South America with 19,000 students and 3,600 faculty and staff.

A leading private university in South America is on a mission to advance ethics, innovation, leadership, and environmental and societal responsibility and stewardship both locally and abroad. The university boasts undergraduate and postgraduate programs that contribute to the cultural, educational, social, and economic fields across the world. The facilities are comprised of eleven campuses and home to nearly 19,000 students and 3,600 faculty and staff.

The Challenge

How to protect a multi-campus university primarily utilizing guard reporting and alarms.

The university struggled with the appropriate placement of security guards across the campus. They were unsure which specific locations, including entrances and exits, required staffing, and which hours the locations should be monitored.

The security guards were hesitant to report every situation they came across due to the requirement of communicating with the entire team across a public radio channel. But when numerous lives of students and staff members are at stake, it is critical for management personnel to be able to identify and respond to a vulnerability before it turns into a catastrophic incident.

The Solution

Comprehensive dispatch and response solution combined with predictive analytics and centralized incident and alarm management.

NowForce unifies disparate command center technologies and security staff by fusing critical data inputs from emergency calls, on-scene responder activity, and even citizen-captured videos to drive pinpoint response and enhance situational awareness. When integrated with Verint Situational Awareness Platform, the command and control center can oversee a situation and direct the full spectrum of their field response.

Utilizing live and historical event data, coupled with GIS maps, responder positions, reporter inputs, and other external source information, the security team can dispatch the closest, best equipped and most appropriate personnel. Situational awareness and command and control are transformed to an optimized level and are intelligence-driven, allowing users to easily determine the best course of action and dispatch the appropriate resources.

The Outcome

A unified command and control center that centralizes incident management and dispatches a streamlined, collaborative and effective response.

The Verint solution connected video surveillance, access control, and analytics, and enabled alarm automation and verification. For example, in the event of line crossing or loitering, an operator is notified and can check a camera to automatically dispatch the closest security officer to the location of the event. Guards can share relevant data – including text, video and images – to communicate with select personnel and minimize information overload across the organization.

NowForce enables the security team to seamlessly maintain staffing and guard force management without the need to provide direction through the radio. By leveraging the intuitive push-to-talk function in the NowForce mobile application and eliminating the need to use a radio for communication, the university saved tens of thousands of dollars and was able to reduce guard personnel on campus by 20 percent.

All events are now being recorded and pushed to the universal NowForce dashboard, which has increased the efficiency and effectiveness of guard reporting and documentation. From incidents such as illegally parked cars to cracks in the sidewalk to suspicious behaviors, the school can proactively take care of safety concerns before they turn into an accident or injury.

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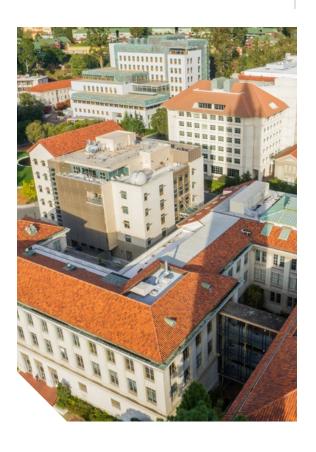**PROTECT WHAT MATTERS MOST**

The Verint Advantage

Sophisticated and integrated command and control center that delivers optimized security communication, collaboration and response across a multi-campus enterprise.

The NowForce solution, integrated with Verint Situational Awareness Platform, enables the university to improve and optimize security communication and response, including incident management and documentation. Security personnel can share insights in real time for better understanding and faster response to potential threats and active incidents.

The Verint solution also provides relevant business intelligence with real-life metrics in a graphical format that is easily understandable by executives or administration. If the university requires additional funding or assistance, it can outline specific areas on campus that are creating concerns and present a case based on data as to why improvements need to be made or action taken.

Verint security solutions are scalable and built on an open and flexible architecture, seamlessly integrating with other security technology and controls, allowing an organization to maximize its investments while optimizing performance.

Learn how Verint can help maximize your security operation.

Contact us by email at **InsideSales.SIS@verint.com** or call **866-639-8482**.

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