

Sibelga

Taking critical infrastructure security to the next level



Name

Sibelga

Industries

Energy & utilities

Location

Belgium

Products

Security Center, Omnicast, Synergis, Autovu, Sipelia

System Integrator

Securitas



Sibelga strengthens efficiency and compliance by unifying all physical security systems within Genetec Security Center

Sibelga is the distribution system operator for electricity and natural gas, serving 19 municipalities within the Brussels capital region in Belgium. The company employs over 1,000 people who are committed to supplying more than 500,000 households and businesses with these critical energy sources.

Expanding into unified security across 50 sites

Securing people, assets, and operations at all 50 sites is a must for Sibelga. To do this, the Sibelga physical security team has been using Omnicast™, the video management system from Genetec™ since 2010. This investment allowed operators to easily manage video cameras across all sites and quickly respond to incidents.

More recently, Sibelga decided to expand its physical security deployment. They wanted to bring all their physical security systems including video, access control, intrusion, intercom, and other solutions into one centralized and unified solution. This would help broaden visibility across their environment and enhance processes to meet the latest compliance requirements.

After issuing a public tender, the team chose to work with their systems integrator, Securitas, who proposed Genetec Security Center and a few other Genetec solutions.

Managing all physical security from one platform

Today, the physical security team uses Security Center to manage the Omnicast video surveillance system, the Synergis™ access control system, the Sipelia™ intercom system, and a third-party intrusion detection system. They also use the AutoVu™ automatic license plate recognition (ALPR) system within Security Center to manage access to several parking lots and track vehicle traffic across sites.

Jurgen Van den Bogaert is physical security manager at Sibelga. He collaborates closely with two other colleagues to ensure all offices, warehouses, data rooms, and technical sites as well as core elements of the electricity and gas distribution network are always secured.

According to Van den Bogaert, investing in an open and unified platform has many benefits: “The big advantage of Genetec Security Center is that this physical security platform integrates and unifies all of the physical security elements. Many other platforms only offer separate components. In addition, Genetec is an open platform which means we are not tied to any specific manufacturers or hardware. In the future, we will be looking

at implementing electric locks. We have freedom of choice because Genetec Security Center can integrate with electric locks from many different manufacturers.”

Enhancing operational efficiency and compliance

Van den Bogaert also manages a 10-person surveillance team. They work closely with control room operators from Securitas who monitor intrusion incidents around the clock. They also work alongside in-house technical control room operators who continuously check the status of the electricity and gas network and monitor fire detection alarms. Since Sibelga started using Genetec Security Center, the physical security team has been working more efficiently.

“Thanks to the increased efficiency, we will soon be able to offer our security staff more dynamic and diverse tasks. The plan is to give them the ability to continuously monitor the physical security systems when they’re on the move. That means they’ll no longer be stuck at their desks. That’s more comfortable for them and more efficient for Sibelga,” said Van den Bogaert.

As a critical infrastructure company, Sibelga must comply with the Critical Entities Resilience Directive (CER) Directive and the Network and Information Security 2 (NIS2) Directive. The scope of NIS2 applies not only to essential organizations but also to organizations labeled as “important” by the authorities. Additionally, while the NIS2 Directive applies to the organization itself, it also affects their digital service providers, among others.

“In terms of the requirements of NIS2, we are well prepared for the future with Genetec. We have already taken the necessary steps to comply with the directive and are pleased with the progress,” added Van den Bogaert.

Evolving alongside the latest security developments

Since upgrading to Security Center, Sibelga has extensively optimized physical security. Looking ahead, the team plans to



make a switch from traditional access control cards to smartphone credentials. Having an open and flexible platform like Security Center ensures they can keep implementing new technologies as needed.

“With Genetec Security Center, we can continue to evolve with the security landscape. All of our physical security plans are feasible within the open, unified security platform. And working with Securitas, we’re receiving all of the support we need.”

“The big advantage of Genetec Security Center is that this physical security platform integrates and unifies all of the physical security elements. Many other platforms only offer separate components. In addition, Genetec is an open platform which means we are not tied to any specific manufacturers or hardware”