Genetec™

Telehouse America

Unification takes data center security to the next level

Industry
Enterprise

Location
New York, United States

Products
Security Center, Synergis, Omnicast, Sipelia, Plan Manager

Partners
ASSA ABLOY, BioConnect, Deister, MAGOS Systems

TELEHOUSE

Telehouse America strengthens security from perimeters to servers using Genetec Security Center

As the internet evolved in the 1980s, Telehouse was busy building the infrastructure to support booming network operations. In 1989, the company built the first-ever American data center in Staten Island, New York, United States. Since then, Telehouse has expanded to over 40 state-of-the-art data centers worldwide, offering over 4 million square feet of colocation space to thousands of customers. Beyond the 162,000 sq.ft. flagship data center in Staten Island, Telehouse America also offers colocation centers in downtown New York and Los Angeles.

### Moving away from outdated systems and processes

Security has always been mission-critical for Telehouse. The security team has consistently monitored video surveillance and access control systems 24/7 at each site to ensure customer data remains fully secured and protected.

The problem in the past was that the video and access control solutions weren't connected. Security operators would move between applications, trying to piece information together during investigations.

Only having access to basic system functionality created other challenges. The security team couldn't add newer biometrics, intercom, or perimeter technologies to enhance site security. The systems were simply too old to accommodate new integrations and expansions.

As the systems neared the end of product lifecycles, the data center company was ready for a major security upgrade. According to Milad Abdelmessih, Vice President of Telehouse America, "We wanted a unified and modern security solution that could accommodate the latest technologies. Our plan was to create layers of security at each site using select technologies and automate some of our processes. This would help our team work more efficiently in securing our sites and in keeping detailed audit trails."

While the Genetec Security Center unified platform met their key criteria, conversations with the Genetec team firmed up their decision. "We wanted to partner with a company that would be responsive and value us as a customer. When we spoke to the Genetec team, they diligently answered our questions and provided lots of details, so we felt confident that we were
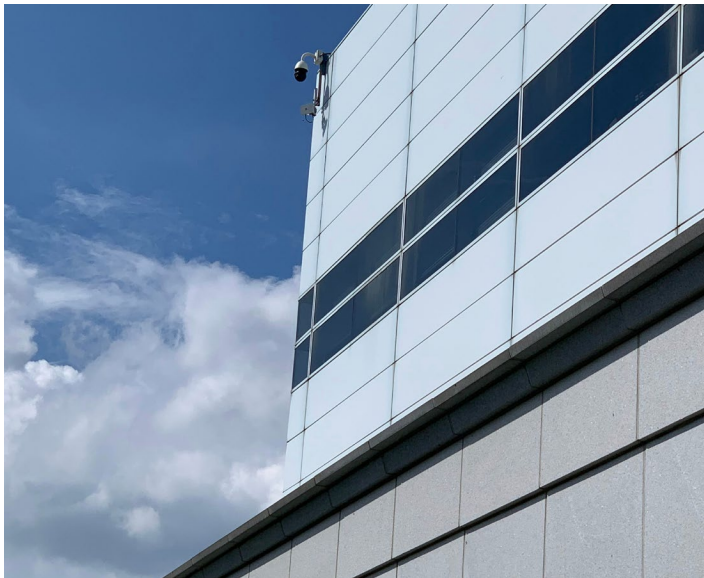
choosing the right solution and a company that would support our security objectives," said Abdelmessih.

Unifying security makes investigations easier

Across both the Staten Island and Manhattan locations, the security teams monitor a total of 400 cameras and 400 doors using both the Omnicast™ video surveillance system and the Synergis™ access control system of Security Center. Since installing Security Center, Telehouse has strengthened security in big ways.

From maintenance closets to server racks, every single door in the data center now has an access control reader. The security team works from the map-based interface, Plan Manager to quickly handle alarms and locate cameras.

"Investigations have been simplified with the use of Security Center. In the past, we had to pull up blueprints and maps to see which cameras were associated with a door. Using the map-based interface, we can quickly find doors and nearby cameras and see everything happening around them," explained Abdelmessih.

The security team also benefitted from the platform's open architecture, adding a MAGOS radar perimeter detection system to spot potential threats at the property line. "We've created a virtual fence around our sites. Now, if someone tries to cross our property boundaries, we'll know right away," said Abdelmessih.

An intercom system further re-enforces security. Through the built-in Sipelia intercom module within Security Center, operators can now quickly initiate a two-way call if someone buzzes an intercom device at the front door or shipping docks. Live video automatically comes up on the monitor, so operators can also identify visitors or cardholders before choosing to grant or deny them access.

Staying compliant and cyber secure builds customer trust

Telehouse stores and secures data for hundreds of global companies. The company's customers span industries such as healthcare,

banking, manufacturing, hosting, and many others. This means Telehouse must be able to adapt and comply with standards set by those industries including the Service Organization Control (SOC) and the Health Insurance Portability and Accountability Act (HIPAA), among others.

"We go through roughly 40-50 audits for our customers every year. Some have very strict guidelines and rigorous auditing processes. Being able to easily retrieve access control reports has been vital to our business. Using Security Center, we can customize these reports and save them for future auditing. So, when we have to re-run the report for the month, it's as easy as pressing a button."

Some customers want to see which cardholders are disabled and enabled during the month. Others want to see a list of active cardholders, or how many of their technicians or vendors haven't used their card in a certain number of days. In the future, Telehouse plans to set up Security Center to automatically generate and email these monthly reports to customers.

"Since we've had Security Center up and running, we've gone through a very stringent audit for one of our banking customers. In the past years, we received a lot of questions after sending information. During the last audit, there were no questions at all. They appreciate what we have done to upgrade and strengthen our security," said Abdelmessih.

Using an intuitive platform to modernize operations

Beyond security, the operations teams at Telehouse are also benefiting from the security upgrades. Using Security Center, the engineering team monitors video feeds in equipment rooms and near cooling towers. This allows them to quickly see if a fan on a cooling tower stops spinning or if any other mechanical failures need their urgent attention.

"A lot of other systems that we viewed looked just like our 10-year old systems. We kept asking, 'where is the modernization?' Our teams appreciate Security Center for being intuitive and easy-to-use. We can even customize individual dashboards to support every team member's objectives and preferences. From handling investigations to sending clients reports, every task has become simpler than what we did in the past," said Abdelmessih.

Expanding future plans with cloud services

Telehouse is now focusing efforts on upgrading security at the Los Angeles data center. Part of the plan is to minimize the onsite equipment, so the team is taking a closer look at Genetec cloud services. The security team is also considering the benefits of using Genetec Clearance, the digital evidence management system, to streamline investigations as well as facilitate secure file sharing with customers, vendors, or auditors.

"Since implementing the Security Center unified platform, securing our site and managing our visitors has become much easier. Having that unified security view ensures our staff can see what's happening

and respond without delay. Even from an operational standpoint, we're delivering more value and assurance to our customers with detailed auditing and reporting. As we continue to evolve our security operations, I think Genetec will be a very long-term partner for us," concluded Abdelmessih.

"Our teams appreciate Security Center for being intuitive and easy-to-use. We can even customize individual dashboards to support every team member's objectives and preferences. From handling investigations to sending clients reports, every task has become simpler than what we did in the past."

Genetec Inc.
genetec.com/locations
info@genetec.com
@genetec

Please recycle

UPDATED: 24-APR-23