

# Énergir

Powering innovation forward with unified security



**Name**  
Énergir

**Size**  
1500 employees

**Products**  
Security Center, Omnicast,  
Synergis, AutoVu, Sipelia, ClearID

**Industry**  
Energy

**Location**  
Montreal, Quebec, Canada

Énergir partners with Genetec to scale security innovation across all of its sites in Canada

Formerly known as Gaz Métro, Énergir is the main natural gas distributor in Quebec, Canada. In recent years, the company diversified its product portfolio, adding the development of renewable liquefied and compressed natural gas, solar and wind power, as well as hydroelectricity. This wide range of energy sources offers a more sustainable future for energy, which motivates Énergir to drive rapid and continual innovation forward.

## Searching for an innovative and standardized solution

Énergir employs over 1,500 people and has over \$8 billion in assets. To keep its people and properties safe, the company wanted to enhance security at over thirty sites across the provinces of Quebec and Ontario. These included delivery stations, business offices, a school, and a factory.

Outdated security technology held the Énergir security department back. The existing system wasn't easy to use which hindered operational efficiency and made investigating alarms very time-consuming. This slowed incident response and took staff away from other important tasks. That's when the security team knew— it was time to standardize on a modern and unified security platform to optimize their processes and better secure their sites.

The security specialists at Énergir were searching for more than just new technology. They also wanted to partner with a forward-thinking security provider who could respond to immediate needs and provide flexible and innovative solutions over time.

Almost immediately, Genetec stood out from the crowd for Énergir. Not only did Genetec offer a range of comprehensive and integrated security products, but the company had a strong reputation for being responsive, collaborative, and progressive.

## Keeping people and assets safe with Genetec Security Center

While other companies need to dedicate a considerable amount of resources to the selection of a security solution, Énergir was able to remain agile. A key decision factor was the well-established reputation that Genetec had in the security industry.

Right from the start of their search, Énergir already understood how much time and money the Genetec™ Security Center unified platform could save them. This made it easier for the security team to confidently move ahead with modernizing and standardizing their security solutions across all of their sites with Security Center.

“There weren’t many solutions which were both as comprehensive and scalable as Genetec. Each module has been developed to be unified with one another; this makes our agents’ tasks much easier,” said Patrick David, security and systems integration adviser at Énergir. “I was familiar with Genetec services and solutions for a long time and I’d tracked their development. There was no reason to look elsewhere,” he continued.

## Boosting site security and parking with a unified view

Since upgrading to Security Center, Énergir has been able to enhance operational and response efficiencies tenfold. That’s because the team now manages security across its sites from one single platform.

Within Security Center, the team can easily monitor live or recorded video using the Omnicast™ video surveillance system and manage cardholders and doors using the Synergis™ access control system. The energy company has also implemented the AutoVu™ automatic license plate recognition (ALPR) system to reinforce perimeter security.

With the AutoVu system, the Énergir team can now track vehicles entering and leaving its head office. The ALPR system automatically reads the license plates of vehicles and alerts the team to vehicles that have stayed too long or present a security risk. This allows them to quickly locate vehicles of interest and better manage parking.

Reinforcing security with ALPR has also allowed Énergir to minimize traffic congestion and improve the flow of vehicles at site entrances and exits. The team has received several glowing comments from employees who are happy with the ease and speed of coming and going from the headquarters. “We’re killing two birds with one stone because we’re not just able to act more efficiently now from a security perspective, we’ve also improved the employee parking experience,” said Patrick David.

## Working faster to handle security incidents

Working in the gas industry involves dealing with various security-related challenges. And across Énergir sites, incidents are not always intentional. Using the Omnicast video management system, the security team is now able to handle any incident with greater efficiency and confidence.

Should a perpetrator attempt to enter a restricted zone, the Omnicast system will immediately alert the security team so they can quickly respond. The team can also easily cooperate with the authorities and securely share evidence regarding incidents bordering their properties. In the past, this included helping law enforcement identify the suspects responsible for dumping waste near one of their sites.

## Fostering a relationship that is built on trust

What enables Énergir to keep advancing towards the adoption of new technologies is its trust in Genetec. “We have a very unique relationship with Genetec. Our contact at Genetec knows us very well and doesn’t hesitate to suggest customized recommendations. Whenever we’ve run into issues, the team at Genetec is quick to offer us a solution or support,” explained the security and systems integration adviser at Énergir.

While Énergir chose to implement the Security Center platform 10 years ago, the team continues to evolve its security operations with the latest innovations from Genetec. “While other security providers are stagnating, Genetec has been able to offer some of the most innovative and responsive security solutions on the market,” said Mr. David. “And visiting the sites of other prominent organizations in Quebec it’s clear that they’ve also decided to trust and partner with Genetec for their security solutions. Knowing that other major companies are benefiting from the same experience with Genetec solutions confirms that there’s no better choice when it comes to security,” explained the expert.

## Making security progress with Genetec

Looking ahead, Énergir expects to continue optimizing and modernizing its security systems with the help of Genetec and its integrator. The team also plans to add 20 video intercoms using the Sipelia™ communications management module of Security Center. Part of this includes integrating loudspeakers from which security operators can make direct calls and announcements to any personnel on-site. Rather than a simple siren, this communication method is considered far more efficient.

The energy company also intends to expand the Synergis access control system across all of its sites. First, they will deploy the Synergis system in a newly built facility that must comply with strict industry regulations. This deployment will become the standard across all buildings moving forward, ensuring consistency and the highest levels of security company-wide.

Énergir has also recently acquired ClearID™, the self-service physical identity and access management system (PIAM). This module will not only help streamline and automate access requests from employees and visitors, but managers will be able to retrieve detailed audit reports to ensure regulatory compliance.

“We might consider enabling access control using facial recognition technology, but whatever happens, we’ll be sure to follow Genetec’s recommendations,” Mr. David explains. “We want to become more and more independent. By working with our Genetec consultants, we reduce the number of specific requests to our IT team,” he concluded.

Overall, the security and systems integration adviser at Énergir is confident that these initiatives will enhance the development of the security department and the support from senior management and employees. Partnering with Genetec also helps to reinforce the pioneering spirit of the Énergir team who is on a mission to drive innovation forward in everything they do.

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