

Success Profile

Elements™ OnGuard® Connector Solves Customer Challenges

Summary

Organization

Global personal electronics insurance and repair company with over 300 walk-in retail locations

Challenge

- Needed access control solution that could be deployed across all 300+ locations
- Remote locations lacked connection to the corporate network with only internet access available
- Managing over 1,800 readers and over 2,000 cameras

Solution

- Partnered with customer on a multi-year ACaaS implementation nationwide
- Implemented LenelS2's Elements access control solution using standard Mercury controllers and BlueDiamond™ readers

Results

- Brought entire access control ecosystem together in one monitoring platform
- Streamlined people and credential management across all remote sites, helping increase security and employee safety
- Increased decision-making at branch level to better accommodate staffing and other site-specific variables



A recognized global personal electronics insurance and repair company operates over 300 walk-in retail locations in the United States. The company offers replacement of lost, stolen, damaged, and malfunctioning devices, as well as roadside assistance programs, technical support, mobile security devices, and electronics protection.

Situation

The company—an enterprise-level LenelS2 customer with satellite retail operations—needed an access control solution that could be deployed across all of its 300+ geographically-distributed locations to secure the retail operations and the valuable components and complete devices within each location. The retail locations lacked connection to the corporate network and only had internet access. The company had already piloted a rollout of a competing cloud access control solution from another vendor, but was frustrated by the results. In total, the company's retail repair locations include over 1,800 readers and over 2,000 cameras.

Task

Select and implement an access control system for all 300+ locations that is easy to use and fundamentally integrates with the company's central, corporate LenelS2 OnGuard server. Through the connection to the central OnGuard server, provide seamless people and credential management as well as live monitoring of all remote sites including those not monitored in the initial 60-site demonstration project.



24x7 Availability



Business Continuity



Cyber Secure



Consistent Cost Model

Required Solution Features

- Elements OnGuard Connector
- Integrated access and video solution
- Multi-site management
- Remote access and management
- Automated feature enhancement

Actions

LenelS2 partnered with the company on a multi-year ACaaS implementation nationwide across all company-owned retail repair locations. Specifically, LenelS2 implemented the Elements access control solution in partnership with a national Value-Added Reseller (VAR) using standard Mercury controllers and BlueDiamond readers.

Results

Together with the VAR, LenelS2 provided a solution that brought the company's entire access control ecosystem together into one monitoring platform. In doing so, the Elements solution streamlined people & credential management across all the company's sites and increased security and employee safety at all remote locations. Local branch managers were empowered and able to leverage Element's intuitive interface to make local decisions like closing early and changing reader modes due to staffing variables, changing weather, and other real-time site conditions.



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