



# THE PROPERTY MANAGER'S GUIDE TO ACCESS CONTROL & MANAGED SECURITY

DOES YOUR SECURITY SOLUTION TRULY PROTECT YOUR FACILITY AND WHAT'S INSIDE?

# CONTENTS

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This eBook explores the benefits of having a partner to guide, oversee, and manage all aspects of your physical security program.

3

YOUR ACCESS CONTROL AND SECURITY SYSTEM WORKS JUST FINE – OR DOES IT?

11

HOW DO TODAY'S PHYSICAL SECURITY OPTIONS STACK UP?

5

5,000 SQUARE FEET OR 5,000,000 – SIZE DOESN'T MATTER.

17

A MANAGED SERVICE APPROACH ELIMINATES GAPS AND STRENGTHENS YOUR SECURITY.

7

MANAGING AND MAINTAINING THE PHYSICAL SECURITY OF YOUR SPACES — AND THE SPACES IN THOSE SPACES — IS DIFFICULT AND CHALLENGING.

20

THE KASTLE SYSTEMS MANAGED SECURITY SOLUTION.



# YOUR ACCESS CONTROL AND SECURITY SYSTEM WORKS JUST FINE – OR DOES IT?

It's 10:00pm on a typical Monday night in a downtown office building, and the side door of a large tenant suite is propped open with a cleaner's trashcan.

An employee of a neighboring business on the same floor has been working long hours lately, and notices that the propped condition is a pattern. On this particular evening, he bypasses the trashcan, enters the suite and proceeds to walk out with his arms full of new laptops. Easy. The cleaners did not see him.

## **No one did.**

The next morning, the finger-pointing begins. Not knowing for sure if it was an inside job, there's the all-too-familiar scramble. Since the video camera system was not designed with real-time alert notifications, no one was aware of the incident until after the fact. The camera management portal wasn't designed to

be accessed remotely and wasn't even tied into their corporate network because of all the press about the vulnerabilities of hacking through IP camera systems.

After further inquiry, they learn that several of their cameras were not even recording at the time of the incident, but no one knew it, because the health of the system was not being actively monitored. The IT Manager says it's a Facility issue. The Facility Manager says to call the access control vendor to see if they can generate a reader report: they can - for a fee - and recommend calling the tenant's alarm company, who say there was no record of intrusion and suggest calling the video surveillance integrator. The video integrator says that support is limited because of an outdated license that can be made current to the tune of \$2,900.

**There has to be a better way...**





A laptop is  
stolen every

53  
seconds.

**SOURCE:** A report by Kensington:  
<http://www.channelpronetwork.com/article/mobile-device-security-startling-statistics-data-loss-and-data-breaches>





**5,000 SQUARE FEET OR 5,000,000 –  
SIZE DOESN'T MATTER.**

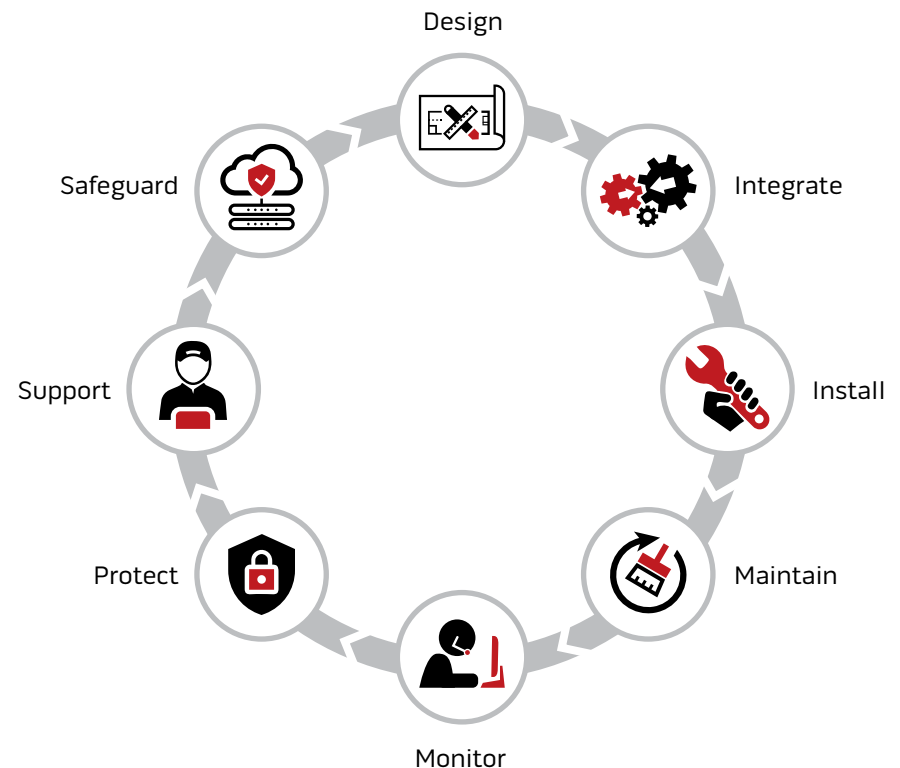


**Whether you're securing 5,000 square feet or 5,000,000; a single suite or amenity space; one building, a campus, or multiple locations nationally or internationally - you must be able to quickly detect and respond to security threats.**

It's illogical to assume that once a plan is in place a space is protected for the long-term, no matter how complete and thorough you believe the plan to be. As technology continues to improve and thieves get more sophisticated, gaps in your security are inevitable.

You already have enough to do in your day job. Are you keeping a good eye on all parts of your security at all times?

Each and every functional area is a critical part of your overall security program:



**Keep reading if you want a better understanding of managed security and how this comprehensive approach is the best way to protect your people, property, and assets.**



A red-tinted photograph of an office interior. In the foreground, a white security camera is mounted on the ceiling, looking down. The background shows a large open-plan office space with cubicles, desks, and office chairs. The lighting is bright, and the overall atmosphere is professional and secure.

**MANAGING AND MAINTAINING THE  
PHYSICAL SECURITY OF YOUR SPACES —  
AND THE SPACES IN THOSE SPACES — IS  
DIFFICULT AND CHALLENGING.**



**To secure your spaces, the people in them and their property, you need more than a few guards and some cameras.**

In addition to the security systems themselves, you have to manage, track, and monitor:

- + Credentials – access for employees and guests
- + Disparate systems & technologies
- + Vendors & support plans
- + Points of contact
- + Contracts & invoices
- + Procedures
- + Training
- + Software updates and security patches
- + Hardware status and replacement

And then there's the data about your security program and its effectiveness. Do you have metrics? What do they show?

**If you're overwhelmed, you're not alone.**







WHEN THERE  
ARE **GAPS** IN  
YOUR PHYSICAL  
SECURITY,  
BAD THINGS  
HAPPEN, LIKE:



PERSONAL INJURY/LOSS OF LIFE  
.....



VANDALISM  
.....



LOSS OF MONEY  
.....



LOSS OF PRIVATE  
INFORMATION  
.....



LOSS OF REPUTATION  
.....



LAWSUITS  
.....



It's not enough to keep your doors locked, guards at the front desk, and video monitored throughout your spaces.

**Facility managers and tenants need a holistic physical security program that integrates:**

- + Access Control
- + Intrusion Detection
- + Video Surveillance
- + Mobile Technology
- + Visitor Management
- + Fire & Life Safety
- + Environmental Control
- + Identity Management

Your solution must be accountable, seamless, scalable and able to expand and evolve as your needs change and as the technology you use to drive your organization grows and evolves.



A holistic approach to physical security detects threats early and lessens the impact of negative outcomes, incorporating a complex, interconnected, and complete system. Holistic plans are balanced and organized and combine the right technology and management to safeguard a space appropriately.



# HOW DO TODAY'S PHYSICAL SECURITY OPTIONS STACK UP?



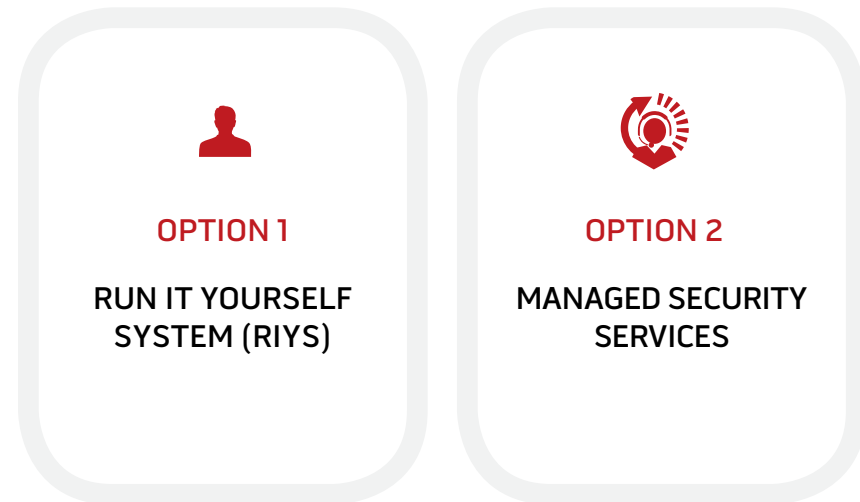
# The hardware, software and processes that make up a holistic physical security platform contain complex features, including:

- + System administration and programming
- + Signal and sensor monitoring for alarms and system status
- + Data storage, encryption and redundancy
- + Software maintenance, updates and upgrades
- + Hardware maintenance, updates, upgrades and replacement
- + Preventative and case-based servicing
- + Staff training
- + Real-time notifications & analytics
- + Mobile accessibility
- + High-definition video surveillance
- + Environmental sensors

Organizations rely on different approaches to managing these moving parts. To determine the right approach for your organization, you must first decide how much of your program you can/want to run, monitor, and manage.

Do you want complete or partial responsibility, or will you partner with an expert to manage it all?

## 2 PRIMARY APPROACHES TO SECURITY



## OPTION 1: RUN IT YOURSELF SYSTEM (RIYS)

Bringing the full responsibility for physical security in-house can give building and facility managers a sense of comfort and control, *if* they have the staff, time, and expertise to dedicate to it.

### With a RIYS approach:

- + You choose an access control product, dealer and installer
- + You license and manage access control software and hardware
- + You take on the responsibility for software version management and signal monitoring
- + You purchase, configure and manage onsite or offsite redundant systems and data storage for business continuity and fail over
- + You contract for staff training as the team composition changes
- + You're contacted by tenants and employees when something goes wrong
- + You're responsible for keeping all systems up-to-date
- + You buy and install video cameras and video storage, and monitor the health of them for proper operation
- + You figure out which vendor to call when there is a problem.

Using a RIYS approach, you're responsible for everything, from determining your needs, downloading software updates, and ensuring you have the appropriate level of redundancy, to finding the right video feed to review, and revoking former employees' security access.

2/3 

of mid-size businesses are running outdated versions of software



A Run it Yourself approach may be supported by a security integrator, who assembles the parts needed to secure your spaces. Integrators, however, aren't responsible for *all* aspects of your physical security.

Some integrators determine what you need and install it, but they don't manage it. Others may say they can handle everything but may not have the knowledge you'd expect. Perhaps they understand intrusion systems but not how to select and integrate video. Still others might

outsource the installation and/or management, maintenance, and monitoring to a third party.

This approach puts a burden on facility managers to coordinate and manage vendors and the process, and can leave gaps that create unnecessary risk.



## **OPTION 2: MANAGED SECURITY SERVICES**

With a fully managed approach, all of your security - from design, integration, and installation, to unlimited training, monitoring, emergency notifications, and maintenance - are overseen by one provider. You get more control over your security through a comprehensive set of managed security services from a single partner, as you streamline processes, systems, and controls.

**You rely on the partner to be the expert and the responsible party, ensuring your system works the way you want it to work -- online, secure, up-to-date with the latest technology and delivering:**

- + Enhanced security
- + Improved facility performance
- + Data-driven business insights
- + Convenience
- + Peace of mind

A managed approach ensures your system is run by a neutral third party - a dedicated partner who keeps complete focus on the security needs of your organization at all times.



Hiring an outside expert to manage complex, non-core areas of your business just makes good sense.

Outsourcing is not a new idea. Historically, companies have outsourced primarily to cut costs. But today, it is not only about cutting cost but also about reaping the benefits of strategic outsourcing such as:

- + Accessing skilled expertise
- + Reducing overhead
- + Leveraging flexible staffing
- + Increasing efficiency
- + Reducing turnaround time
- + Easily scaling systems to your needs
- + Automating system and data back-ups
- + Generating more profit

to reduce your risks, lower your costs, and allow you to focus on your day job.







**A MANAGED SERVICE APPROACH  
ELIMINATES GAPS AND  
STRENGTHENS YOUR SECURITY.**



# You're pulled in so many directions that even if you believe you're on top of your physical security, there's a chance you're not.

## Maybe this week you:

- + Just discovered that your video surveillance system was not recording
- + Learned a secondary entrance to your facility was not properly closed overnight
- + Didn't upgrade your security management software
- + Still haven't revoked access for the five people who left last week.

## Managed Security as a Service (MSaaS) – provides you with:

- + Single, standard credential, platform, and database
- + Consolidated information to manage, navigate, and track
- + Dedicated, unified team managing and maintaining your security
- + Plan for executing security-related functions as without one, there's a good chance these tasks are performed by everyone - or no one
- + Legacy of historic information - even if the person responsible for a function leaves, there are others who can ensure your continued security
- + Fixed cost comprehensive coverage for things like maintenance, upgrades, vulnerability patches and system redundancy
- + 24 x 7 x 365 customer service.



# Applying “Managed as a Service” to physical security

With Managed Security-as-a-Service, you’re leveraging a full suite of technology and resources when you need it, safely extending that technology to other organizations, and paying a flat and predictable fee that covers everything.

Since there’s no surprise or periodic large capital investment, you can decrease your physical security total cost of ownership (TCO) and avoid the not-so-obvious costs of other approaches.

Security guards typically cost between \$19 and \$22 per hour. With a Managed Security approach, you can adjust how you’re using them and better leverage this expensive manpower.

STANDALONE SYSTEM (PAY AS YOU GO)							
ASSUMPTION	YEAR 1	YEAR 2	YEAR 3	YEAR 4	YEAR 5	YEAR 6	TOTAL
<b>OBVIOUS COSTS</b>							
INSTALLATION System to locally monitor every 8 years	\$ 52,022	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 52,022
HARDWARE MAINTENANCE 10% of Purchase Price Per Year	\$ -	\$ 5,202	\$ 5,202	\$ 5,202	\$ 5,202	\$ 5,202	\$ 26,311
MONTHLY OPERATIONS FEE Managed Service Fee	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
<b>SUB-TOTAL OBVIOUS COSTS</b>	<b>\$ 52,022</b>	<b>\$ 5,202</b>	<b>\$ 5,202</b>	<b>\$ 5,202</b>	<b>\$ 5,202</b>	<b>\$ 5,202</b>	<b>\$ 83,833</b>
<b>NOT SO OBVIOUS COSTS</b>							
MONITORING Monitor Personnel Costs by a Central Station	\$ 1,200	\$ 1,200	\$ 1,200	\$ 1,200	\$ 1,200	\$ 1,200	\$ 7,200
PROGRAMMING Programming 8 hrs Per Mo. @ \$200 per hour	\$ 2,400	\$ 2,400	\$ 2,400	\$ 2,400	\$ 2,400	\$ 2,400	\$ 14,400
REDUNDANCY/DATA BACKUP 1 Staff 8 hrs Per Mo. @ \$200 per hour	\$ 2,400	\$ 2,400	\$ 2,400	\$ 2,400	\$ 2,400	\$ 2,400	\$ 14,400
ADMINISTRATION Engineer 20 hours Per Mo. @ \$50 per hour	\$ 1,000	\$ 1,000	\$ 1,000	\$ 1,000	\$ 1,000	\$ 1,000	\$ 6,000
ACCESS CARDS 200 Cards / Year @ \$50 each	\$ 10,000	\$ 1,000	\$ 1,000	\$ 1,000	\$ 1,000	\$ 1,000	\$ 16,000
BULKY/HEAVY TRAINING 4 hours Per Mo. @ \$200	\$ 2,000	\$ 2,000	\$ 2,000	\$ 2,000	\$ 2,000	\$ 2,000	\$ 12,000
SOFTWARE UPGRADES 10% of Purchase Price Per Year	\$ -	\$ 5,202	\$ 5,202	\$ 5,202	\$ 5,202	\$ 5,202	\$ 26,311
<b>SUB-TOTAL NOT SO OBVIOUS COSTS</b>	<b>\$ 16,000</b>	<b>\$ 16,802</b>	<b>\$ 16,802</b>	<b>\$ 16,802</b>	<b>\$ 16,802</b>	<b>\$ 16,802</b>	<b>\$ 81,111</b>
<b>TOTAL COST OF OWNERSHIP STANDALONE SYSTEM</b>	<b>\$ 68,022</b>	<b>\$ 22,004</b>	<b>\$ 22,004</b>	<b>\$ 22,004</b>	<b>\$ 22,004</b>	<b>\$ 22,004</b>	<b>\$ 164,944</b>
KASTLE'S MANAGED SOLUTION							
ASSUMPTION	YEAR 1	YEAR 2	YEAR 3	YEAR 4	YEAR 5	YEAR 6	TOTAL
<b>OBVIOUS COSTS</b>							
INSTALLATION System to be purchased once, never becomes obsolete	\$ 52,022	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 52,022
ACCESS EQUIPMENT Ongoing Services Provided by Kastle Systems	\$ 15,400	\$ 15,400	\$ 15,400	\$ 15,400	\$ 15,400	\$ 15,400	\$ 92,400
HARDWARE MAINTENANCE INCLUDED IN MONTHLY HOSTING FEE	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
<b>SUB-TOTAL OBVIOUS COSTS</b>	<b>\$ 67,422</b>	<b>\$ 15,400</b>	<b>\$ 15,400</b>	<b>\$ 15,400</b>	<b>\$ 15,400</b>	<b>\$ 15,400</b>	<b>\$ 123,622</b>
<b>NOT SO OBVIOUS COSTS</b>							
MONITORING INCLUDED IN MONTHLY HOSTING FEE	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
PROGRAMMING INCLUDED IN MONTHLY HOSTING FEE	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
REDUNDANCY/DATA BACKUP INCLUDED IN MONTHLY HOSTING FEE	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
ADMINISTRATION INCLUDED IN MONTHLY HOSTING FEE	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
ACCESS CARDS INCLUDED IN MONTHLY HOSTING FEE	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
BULKY/HEAVY TRAINING INCLUDED IN MONTHLY HOSTING FEE	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
SOFTWARE UPGRADES INCLUDED IN MONTHLY HOSTING FEE	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
<b>SUB-TOTAL NOT SO OBVIOUS COSTS</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>
<b>TOTAL COST OF OWNERSHIP KASTLE'S MANAGED SOLUTION</b>	<b>\$ 67,422</b>	<b>\$ 15,400</b>	<b>\$ 15,400</b>	<b>\$ 15,400</b>	<b>\$ 15,400</b>	<b>\$ 15,400</b>	<b>\$ 123,622</b>

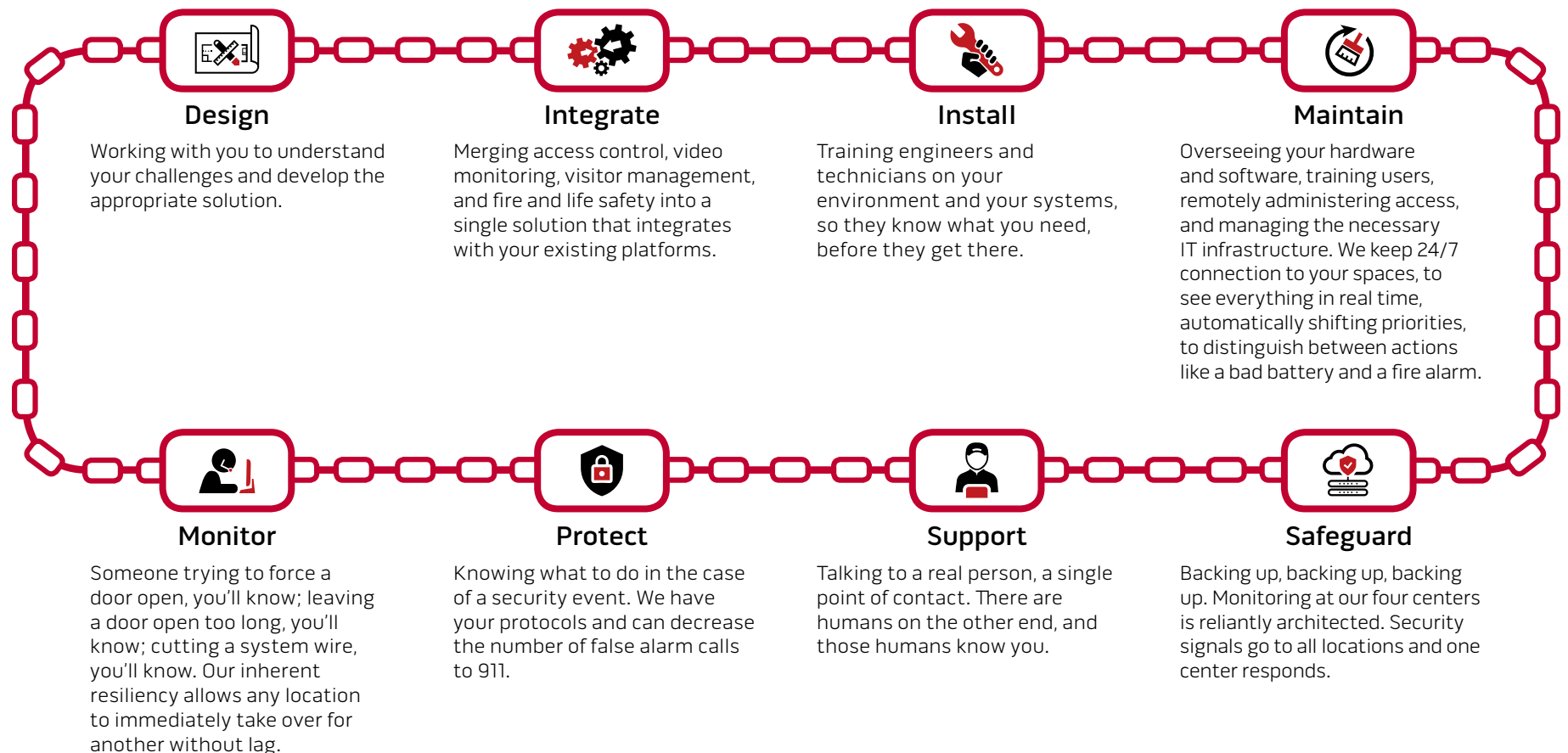

















# THE KASTLE SYSTEMS MANAGED SECURITY SOLUTION

# Kastle Systems was founded over 45 years ago to enable people to leverage the latest in security technology without having to become experts themselves.

By taking responsibility for the management and maintenance of the systems we design and install, our clients gain more control over their physical security, not less; a comprehensive set of integrated security services; and a single, accountable partner to maintain, preserve, and protect all the links in their physical security chain.

Kastle's managed physical security services approach means:



	KASTLE'S MANAGED SECURITY SERVICES	RUN IT YOURSELF SYSTEM (RIYS)
 Single credential access to multiple spaces	Yes	Requires a Different Credential for Every Site & Upkeep or Elaborate Programming
 Mobile capabilities and convenience	Yes	Requires IT & Support, Integration & Integration Maintenance
 24x7 real time monitoring	Yes	Requires Geo-dispersed Redundant, UL Listed 24x7 Monitoring Centers. Requires 24x7 Staffing of Center & IT Support
 Always Up to Date	Yes	Requires License Fees Software, Regular Updates & IT Support
 Multi-tenant & multi-site support	Yes	Requires Federated Software License, IT Infrastructure & Support
 Off-site hosting for back-up & Disaster recovery	Yes	Requires Redundant System Licenses, Duplicate Fees, Servers & IT Support
 Unlimited scalability	Yes	Requires Additional License, Servers, & Added Fees Per User Site
 Administration from anywhere	Yes	Requires Additional License Fee Per User Site
 Unlimited authorizer training	Yes	Up to \$1,500 - \$2,500 Per Student, Per Class
 Lower cost of ownership	Yes	Industry Standard = 7 Year System Replacement or Sooner
 A single point of contact & dedicated team	Yes	Requires Multiple Organizations
 Quick care service	Yes	Depends on the Terms of the Maintenance Agreement. Typically within Days vs. within the Same day
 Web-based tools for centralized visibility & control	Yes	Dependent on Software; May Require Integration & Upkeep
 Built-in Encryption/Data Protection	Yes	Requires Elite IT Support
 Integrated Platform	Yes	Requires One Provider & Elaborate Programming

## Remember the stolen laptop scenario we outlined at the beginning of this eBook?

If, instead of a Run It Yourself System, the company had Managed Security Services from Kastle, the situation would have been a little different. Let's take a closer look.

The very first time the cleaners propped the door open, door sensors would have triggered an alert to Kastle's 24x7 Operations Center, and the customer point of contact would have been notified to address the incident with the cleaning company. It's likely that the story would have ended there.

However, even if the propped door went undetected, the video surveillance cameras would have picked up after-hours activity and real-time notifications with a video clip would have been sent to the customer point of contact to review and investigate further via the cloud-based video management portal, which can be accessed remotely via a mobile phone, laptop or desktop computer.

And, that the cameras were not recording would not have been an issue. The moment the cameras went offline, Kastle's 24x7 team would have received a system alert and then notified the client and worked with them to get the cameras back online immediately.

The card reader reports would have been covered by the monthly service fee and could have even been generated by the client, from anywhere, using the myKastle management portal. The \$2,900 software update would have been a non-issue as well, as Kastle includes all software updates at no additional charge.

**So, there IS a better way! Managed Security Services from Kastle Systems.**



**THE KASTLE DIFFERENCE: MANAGED SECURITY FROM THE EXPERTS**



**PIONEER**  
Of fully managed cloud security solutions since our founding in 1972.



**SECURITY PARTNER**  
To over 10,000 commercial, multifamily, enterprise, and educational facilities.



**CUSTOMER CENTRIC**  
The industry's best J.D. Power ratings for service excellence across millions of users.



**INNOVATIVE**  
Investing over \$60M in customer-facing technology, systems, and equipment.



**24X7X365**  
Monitoring in 4 redundant, TMA 5-Diamond & UL-Listed Monitoring centers.



**GLOBAL**  
Protecting over 460M square feet of space across the U.S. and Australia.



**AWARD WINNING**  
Awarded security company of the year and #1 hosted video platform and we are UL Listed and TMA 5 Diamond Certified.

**INDUSTRY-SPECIFIC SECURITY SOLUTIONS DESIGNED FOR YOUR BUSINESS**

**MOBILE PLATFORM**

**KastlePresence®**

- Hands-free, Mobile Access
- Security For You, Personally
- Rich Data Insights
- Emergency Mass Communications



**KastleResident®**

- Mobile Access
- Community Engagement
- Data Insights
- Visitor Registration



**VIDEO SURVEILLANCE**

**KastleVideo®**

- Lower Cost & Complexity
- Search Engine with Analytics
- Smart Matrix Viewing
- Easily Share Footage



**MobileSentry®**

- Prevent Theft and Vandalism
- Perform Remote Video Audits
- Easily Deploy In Any Environment
- Promote Your Project



**INDUSTRY VERTICALS**



**VISITOR MANAGEMENT**

**KastleVisitor®**

- Enhanced Building Security
- Fast Visitor Processing
- Improved Staff Productivity
- Easy Visitor Check-in Barcode



**ACCESS CONTROL**

**KastleAccess®**

- Increased Convenience
- Evergreen Solutions
- Fully Managed and Monitored
- SignatureReader and Phone-Tag options



**IDENTITY MANAGEMENT**

**KastleConnect®**

- Leverages PLAI for Interoperability
- Roles-based Access
- Easy On And Off-boarding



**FIRE & LIFE SAFETY**

- Priority Fire Alarm Handling
- Regular Testing
- Monitoring That's Certified



Kastle is on a mission to be our customers' best service provider by making spaces safer, smarter and more convenient for those who own, manage and occupy them. Our goal is for security to be accessible and understandable to everyone who needs it.

If the protection of your people and your assets are on the top of your To Do List, consider a managed approach to your physical security systems.

If having your security managed by experts who can do it more effectively than you can on your own resonates with you, let's talk.

**Are you ready to get started?**

For more on how Kastle ensures the strength of each link in the security chain, to protect your people, property, and assets, contact us at **855.527.8531** or **info@kastle.com**.



# ABOUT KASTLE SYSTEMS



Kastle Systems has been leading the revolution of the security industry since 1972. Named the Systems Integrator of the Year for outstanding innovation and customer experience by SDM, the industry's leading trade publication, we operate and manage sophisticated security systems for clients remotely, around-the-clock and around the world, protecting more than 10,000 locations using highly innovative security solutions, including access control, video surveillance, visitor management, and integrated identity management. Our expert outsourced security services significantly reduce costs and improve the critically important, 24x7 performance of security systems for building owners, developers, property managers, and enterprise tenants. Headquartered in Falls Church, Virginia, we are consistently ranked the #1 Security Provider in DC by the Washington Business Journal and are on CIOReview's List of Top 10 Physical Security Providers.

## **MID ATLANTIC REGION**

### **Washington, DC**

6402 Arlington Boulevard  
Falls Church, VA 22042  
**703.528.8800**

### **Philadelphia, PA**

2325 Fairmount Avenue  
Philadelphia, PA 19130  
**215.232.3700**

### **Miami, FL**

150 S. Pine Island Road  
Suite 300  
Plantation, FL 33324  
**786.815.5353**

## **NORTHEAST REGION**

### **New York, NY**

655 Third Avenue  
Suite 1520  
New York, NY 10017  
**212.824.3800**

## **MIDWEST REGION**

### **Chicago, IL**

225 West Wacker Drive  
Suite 300  
Chicago, IL 60606  
**312.849.8800**

## **SOUTH REGION**

### **Houston, TX**

3121 Richmond Avenue  
Houston, TX 77098  
**713.528.2700**

### **Dallas, TX**

15950 North Dallas  
Parkway  
Suite 400  
Dallas, TX 75248  
**214.638.8111**

### **Austin, TX**

111 Congress Avenue  
Suite 400  
Austin, TX 78701  
**512.801.7894**

## **WEST REGION**

### **Los Angeles, CA**

1300 John Reed Court  
Suite A  
Industry, CA 91745  
**310.645.0222**

### **San Francisco, CA**

244 California Street  
Suite 510  
San Francisco, CA 94111  
**415.962.1300**

## **INTERNATIONAL**

### **Sydney, Australia**

2 Lincoln Street Lane Cove  
New South Wales 2066  
**011.61.2.9428.7000**

