Global Client Programme

Standardising your global security solution



*nedap

security management

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Standardising your global security solution

Nedap offers a Global Client Programme to guide and align the standardisation of your security measures throughout the world. This brochure explains the benefits of standardisation and how to achieve aligned and controlled implementation.

The value of global uniformity

Controlling identified risks at all of your sites, anywhere in the world, can be difficult. Standardising your physical security solution, though, will minimise risk and guarantees compliance. A standardised physical security platform will facilitate the establishment of a truly global security policy upheld by unified processes and procedures. From a technology perspective, this allows e.g. the same card technology and field equipment to be used across all sites. It enables your IT infrastructure, server environment, security platform and management application to be centralised and standardised. You will benefit from both economies of scale and the efficiencies of a consistent approach.

Aligned and controlled implementation

We know the implementation of a standardised security solution across all of your sites is a complex process. As it involves a large project spanning many years and involving many stakeholders, it demands a high level of project management. In the absence of a structured program with defined guidelines, a global security rollout is likely to be a stressful execution. That is why we have setup a carefully designed Global Client Programme. With the experience to guide and align global projects, Nedap takes full responsibility throughout the duration of the programme. The Programme facilitates and governs the entire implementation process enabling you to get the most out of your investment in the AEOS platform.

Global Client Programme



Programme Plan



Well-aligned security implementation

Planning a standardised multinational security platform begins with collating information regarding a dynamic range of variables, from the different security policies in operation at each site to the wide-ranging security measures implemented. This input stage is where our programme begins.

Once all relevant data has been collated, analysis and planning can commence. We apply our indepth experience to tailor-make our carefully considered delivery framework, based on IT best practices and tested methodologies, that aligns with your strategic objectives and security policy.

By providing clear reports covering top-level strategic information and key project data, we enable you to stay in control of the entire programme so the rollout is implemented successfully on time and on budget.

Our well-structured programme ensures you benefit from a controlled, well-aligned rollout, with all sites achieving the standards you require with uniform quality. Ultimately, the programme ensures you get the very most from your chosen security technology.

Streamline global delivery

To streamline the entire implementation of your global security solution we will formulate a clear plan. This plan supports the rollout of your global physical security system in conjunction with the implementation of your centralised global server. To ensure you will stay on time and budget throughout the entire programme, a timeline and deliverables and milestones for each phase of the programme are defined.

Build

- Technical stream: The central AEOS server and database architecture are defined and delivered.
- Rollout stream: Our carefully considered framework will allow you to benefit from standardised tooling, guidelines and templates.
 Based on proven IT industry best practice methodologies, it is designed to guide, align and control the global roll out of the physical aspects of a security system.

Pilot

The global AEOS environment and deliverables are tested and adjusted prior to deployment on a larger scale.

Rollout

Local implementation is executed via a network of Nedap partners consisting of local system integrators and installation companies. We control the implementation by checking local compliance against the deployment framework.

Phase 1

A high level design for global effiency

Achieving efficient standardisation

To achieve efficient standardisation of your global security measures across all sites, you need an effective central server environment. During the technical stream in the global build phase of the Global Client Programme, we define and deliver a high-level design for your central AEOS server and database architecture, taking into account your IT infrastructure and functional requirements. This enables you to realise several advantages, including:

- Uniformity and alignment across all local sites, with consistent policies and procedures throughout.
- Cost savings on the initial investment to set up your standardised security system due to a central software license agreement and SLA, rather than local licenses and SLAs for each site.

- A lower entry level for participation in the standardisation of your global physical security system; local sites are able to ensure compliance with minimal effort or technical knowledge.
- Savings on operational and maintenance costs due to shared services and economies of scale.
 For example, you can:
 - Establish a central training centre and 24/7 support to enhance user experience and ensure the smooth day-to-day operation of your system.
 - Set standard procedures so, for instance, system users can on-board and off-board employees and contractors more efficiently.
 - Use data collected by your AEOS security system to provide insight on building usage across multiple sites and regions.
 - Meet strategic objectives by innovating, free from technological constraints; e.g. initiatives such as agile working can be set up centrally and adopted locally.





Designing your global server environment

The process of producing a high-level design for your global AEOS environment begins with careful assessment of functional requirements and analysis of your IT infrastructure. This enables us to design strong foundations for your global AEOS environment. Which means it will be robust, especially when you are rolling it out globally.

Our assessment to determine the functional requirements of your global AEOS server focuses on three components, which are measured against SMART criteria (i.e. criteria that are specific, measurable, acceptable, reasonable and timed).

Server architecture

To determine the functional requirements of your AEOS server and consider how that marries with your existing IT infrastructure and feeds into the high level design, we assess:

- Application server
- Database server
- Quality acceptance environment
- Report server
- Back-up server requirements
- Fall-back scenarios
- Interfacing with third party server applications

PIAM – Physical Identity Authorisation Management

To determine how we should configure aspects of your system such as authorisation rights, we need to understand how people use your premises. You also need to identify risks and consider the likelihood of them happening and the impact if they do. After which we assess the following areas, to name a few:

- Identity and authorisation requirements (e.g. how are new cardholders entered into the system, what non-mandatory information is saved in the system?)
- Business organisational requirements (e.g. are user roles fixed to a location, are there frequent travellers?)

Security requirements (e.g. which user roles and rights are needed, what tasks do users perform?)

PSIM – Physical Security Information Management

PSIM allows multiple, unconnected security applications and devices to be controlled through one comprehensive interface. It increases the level of control and intelligence by enabling events from existing, disparate devices and systems to be collected and correlated. At this stage we assess a variety of areas, for example:

- Monitoring requirements (e.g. what should be monitored, when, by whom and with what frequency?)
- Reporting requirements (e.g. what type of information is needed for relevant stakeholders and how often?)



Applying analysis & experience to the design

Once we have collated the functional requirements, we undertake analysis and evaluation. This involves analysing documents and models provided by your IT architects, supplemented with information we collate during interviews and discussion. We then draw up the high-level design of your global AEOS environment, setting out how it should be configured to:

- Provide a robust and scalable server environment
- Facilitate your global AEOS rollout
- Enable you to establish a competence centre providing first line support to your local sites

Execution & support

Once the design for your high-level server is signed off, we will implement it. We will also provide support for your AEOS server environment via remote secured access, and agree on a service level agreement with you determined by the detail of your high-level design. When the server environment is ready and approved, we will commence global rollout to all sites and provide support in the form of training to your technical and support teams.

Phase 2

Significantly improve design efficiency

Ensure uniform security measures

As part of the Global Client Programme, we will set up a deployment framework that provides guidelines, models and templates for local site project managers during preparation and delivery of the work scope. This framework includes the provision of a security design document for each location to ensure that the physical security measures implemented are uniform across all sites. To significantly improve design efficiency, Nedap developed the Security Design Configurator; a powerful tool that automatically generates a security design document giving a detailed overview of door types, protection levels and the field equipment required for each zone of each site of your organisation.

An intelligent web application, the Security Design Configurator can be used by appointed team members to:

- Ensure unified consistency of security measures across your organisation.
- Avoid over and under specification at local sites.
- Significantly improve efficiency in the design phase for each local project.

Easy creation of security design documents

In preparation to providing the security design document, a tailored zoning model is defined based on industry best practices, risk assessments, identified risk profiles, floor plans, your security policy and local requirements. This zoning model determines top-level access restrictions to defined areas, enabling you to quickly determine the areas to be protected and the doors to be controlled at each site.

The zoned floor plans are then processed in our Security Design Configurator. This powerful tool automatically generates a security design document for every floor plan, giving a detailed overview of door types, protection levels and the field equipment required for each zone.



Phase 3

Strategic overview and operational detail





Strategic information

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Key project information

Standardised reporting tools

The use of progress reporting is an essential aspect of our deployment approach for the rollout of a global security solution. It provides you with a level of transparency that enables you to stay focused on the progress of both your overall programme and local project implementations. Our standardised reporting tools provide you with both strategic and key project information.

Strategic information

Providing guidance on the pace at which deployment is taking place in relation to the determined project scope, our reports enable the programme's progress to be monitored and steered. You will have an accurate overview of each project engaged in the rollout phase.

Key project information

To enable you to meet defined deliverables and milestones on an operational level, our reports track the progress of individual site deployments and highlight the issues influencing this progress. You will have clear visibility of identified risks and their potential impact and mitigation, as well as details of the actions necessary to deliver projects on time and budget.

Phase 4 Global Rollout



Global rollout site implementations

The repetitive nature of local site deployments allows us to work with models and templates, such as standard proposal and calculation documents, to produce a scalable process that ensures uniformity and a consistently high quality of implementation across each site.

Local implementation is executed via our global network of certified partners: experienced system integrators and installation companies. To support local project teams in managing these partners, we develop a delivery framework consisting of guidelines for site deployment and delivery, plus models and templates to use. This framework guides local project managers through each step of the process, from deployment preparation to delivery of the work scope.

By enforcing the use of standard models and templates, we can ensure your local implementations are executed according to the standards you require.

An international network of AEOS experts

Advantages of a global partner network

The deployment of AEOS at local sites is handled by our global network of partners; certified system integrators, trained to install AEOS. Nedap partners provide all the necessary elements in terms of installation, first line support and maintenance of your AEOS system. They also incorporate other third party solutions into your system's architecture.

There are four important advantages to derive from installation being handled by a partner network:

1. Ease of local compliance

Local system integrators have extensive knowledge of the local regulations to which your system should comply, and apply industry best practices for installation.

2. No vendor lock-in

Your local sites are empowered to choose the integrator most appropriate for their needs.

3. Excellent value

Each partner delivers a turn-key solution, including physical security measures, which allows you to gain economic advantages on each local project. It also helps you to control risk, as you have one single point of contact.

4. Bespoke service agreements

Selecting a partner geographically close to a site enables you to make local service level agreements tailored to the maintenance and support needed for each particular site.

A framework for total control

We only work with esteemed system integrators that are perceived as leaders in their field, and have developed a robust framework and procedures to ensure they meet and maintain our standards.

Strict criteria

To enter and remain in our partner programme, system integrators must be compliant with a strict set of criteria.

Framework and governance

We provide Nedap partners with a framework to follow and efficient procedures to implement. This ensures consistency in different integrators' work across local sites, while standardising communication between your company, engaged partners and Nedap. Our framework not only helps your AEOS rollout and installation to run smoothly, it eliminates as much effort and administration as possible for you and our partners. The proposal templates we provide, for example, enable them to quickly complete transparent offerings.

Monitoring and reporting

Nedap manages your entire global AEOS implementation centrally, coordinating local and global project teams and partners. This central approach ensures your system meets local and global business needs, as well as framework pricing. It also allows us to ensure compliancy in terms of technology, security, safety and ICT policy. As part of the process, we provide you with clear reports that enable fast, efficient interpretation of data, so you can keep abreast of the progress of both your overall AEOS programme and local project implementations.

Capability qualifications

We classify our partners to determine the role they take in implementing AEOS at a local site. A partner's classification level determines the level of involvement and support needed from Nedap. To ensure your AEOS solution is integrated according to set requirements, we provide professional services such as advanced configuration of specific AEOS features when a partner is not qualified to accomplish this.

High quality support

When the installation is completed, your local AEOS partner provides first-level technical support. We encourage you to set up a local service level agreement with them so you establish in advance the cost for site visits, remote support and maintenance. This also enables you to pre-agree target response and resolution times.

Nedap provides support to all partners, enabling fast resolution of incidents throughout the lifespan of the system.

Nedap & AEOS

Ensure your security's continuity with **AEOS**

The security industry is a complicated, everchanging world. So you need to be creative and stay constantly up-to-date to ensure your security's continuity. This is the challenge Nedap loves to solve. We thrive on making complex situations more flexible, effective and easier for you to handle. And we do this via AEOS.

AEOS is a security management platform that enables standardisation of the physical aspects of your security system across your organisation, throughout the world. AEOS controllers are generic and can each accommodate access control, intrusion detection and video management. So, instead of drivers linking separate servers and systems, you have one truly integrated global platform. AEOS's power is derived from the fact that it is the first software-based security management platform, which allows it to be built on the principle of distributed and decentralised intelligence; all functionality and authorisations are stored and determined at the controller level of the system. This allows for deploying a uniform security policy across all sites while having the flexibility to adapt to local regulations and compliance. Results are improved cost efficiencies through unlimited scalability and resulting economies of scale. At the same time, adaptability for local regulations and compliance offers substantial value too.

Simplifying complexities since 1929

Nedap's been helping businesses to simplify complexities since 1929, and our committed, enthusiastic professionals are always there for you, wherever you are in the world. When you use Nedap's services, you'll always work with a permanent team of experts you can rely on.

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