BUILDING TO SCALE
MAJOR REAL ESTATE CASE STUDY

AMAG
TECHNOLOGY
A G4S COMPANY

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AMAG'S SYMMETRY INCIDENT MANAGEMENT DIGITIZES MAJOR REAL ESTATE PROJECT

As one of the bigger real estate developments to take place in the northeast in the 21st century grows, so too does the need to create a digitized and centralized security system, incorporating the latest technology alongside well-trained personnel. With AMAG Technology's Symmetry Incident Management in place, the development team is able to eliminate cumbersome paperwork and logbooks while increasing the capabilities of the 50 G4S Security Officers. Integrating AMAG's Symmetry Incident Management software alongside Secure Trax® guard management tool and AMAG's Symmetry Access Control provides the site's security team with an unparalleled view into the security program. These innovative tools work together to provide transparency and streamline reporting, allowing the security team to monitor entrance logs, view footage, and house all reporting in one robust system.

As the site grows, Symmetry Incident Management is able to expand, ensuring consistency across multiple locations, absorbing more information and delivering a view of the whole security program. What used to require multiple operators or command centers can now be addressed by a core team with streamlined consistency. By taking present concerns and future needs into consideration, and applying security technology that integrates seamlessly, this project now has the ability to scale up more effectively as it expands into one of most impressive real estate developments in the United States.

CHALLENGES	SOLUTIONS	RESULTS
Client's Security Operations Center (SOC) was paper-based, relying on manual checklists and email documentation	Introduced Symmetry Incident Management to eliminate paper-based logs and implement comprehensive shift documentation	Paperless approach produced a 40 percent increase in efficiency for operations center analysts without adding additional personnel
Technology was not being implemented. Radio communications and SOC staff were documenting incidents	Symmetry Incident Management collects real-time and near-real-time metrics on operational and security events	Automated reports produced time savings for SOC staff and gave leaders information quickly
Inconsistent reporting criteria severely limited staff and security officers and their ability to provide value	G4S Officers begin using new Symmetry Incident Management event classification structure, designed with client's specific critical information needs	More valuable info coming in while at the same time manual documentation eliminated, allowing SOC staff to focus on monitoring
Monthly and ad hoc reporting was cumbersome and time-consuming, requiring staff resources and significant turnaround time	Queries for client data were developed to automatically generate management requested monthly overview reports	Program increased the capabilities and efficiency of SOC staff during alarms

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