S2 NetBox Success Stories: Volume12
Aflac and S2 Security

Industry
Insurance

Summary
With a focus on quality security, Aflac knew it was time to address their aging security platform, and extensive integration and reporting requirements. Aflac's overarching objective was to find a progressive physical security manufacturer they could partner with, for the long-term—a partner who could keep up with their growing organization's continuous improvement programs.

System Integrator
Tech Systems, Inc.
www.techsystemsinc.com

Solutions:
- S2 Enterprise Ultra Controller
- S2 Network Nodes

Passionate about Security

Aflac is known internationally for its expertise in supplemental insurance. Internally, they have become quite expert in managing and monitoring their physical security. Aflac has an extensive security infrastructure comprised of officers, corporals, system managers and a life safety coordinator. Additionally, they have instituted rigorous internal processes monitored by a corporate Work Safety Committee to assess security status. Aflac is headquartered in Columbus, GA, with over 4700 employees, and multiple buildings in Columbus, a Call Center in Omaha, and offices in Albany, NY and on Wall Street. $25 billion and growing, Aflac is one of the most profitable foreign companies in Japan, where they derive close to 75% of their annual earnings. That growth is buttressed by Aflac's strong brand, which is easily identified by the renowned, and ubiquitous, Aflac Duck.

As Director of Corporate Security, Scott Shaw is responsible for Aflac's security, transportation, and disaster preparedness. Shaw's approach to security is far reaching, with a long-term focus on efficiency, productivity, and employee safety. Both Shaw and Tech Systems, Inc, Aflac's system integrator, had observed Aflac's aging security system for some time. With each software upgrade that Aflac made, their Windows based system would fall behind, requiring time consuming changes. As Aflac progressed, the system lagged. From incident results like false alarms, to internal auditing of access control, Aflac's need for more robust reporting tools was a concern, particularly given compliance requirements. Even the simpler reporting required tedious customization to generate quality data. "That's tough when you need to do reports on the fly," said Steve Allen, Tech Systems' Client Support expert.

Though the security platform worked well for many years, Aflac, "needed the system to do more than it was capable of," Allen acknowledged. "It just wasn't able to keep up." Anticipating a replacement, Shaw had been tracking more progressive security systems for a while, looking for a premium product, and a long-term partner, that could grow with Aflac.

Getting to Know S2

Both Shaw and Allen attended industry events, getting to know the top pro-

viders of physical security systems. "We met people from S2, and over time, we really got to know them," said Shaw. Once the decision was made to replace Aflac's security system, Shaw's team assessed several companies using a process that encompassed benchmarking, cost benefit analysis and procurement. "We did our due diligence," Shaw noted firmly. Top of mind for Aflac, was finding a web-based system that could easily handle software updates, manage the needs of concurrent users, and accommodate Aflac's current and future integration needs, such as intranet, active directory and camera integration. Strong on green initiatives, Aflac is working towards an ISO 50001 certification (an energy management system). When reviewing energy usage, Aflac determined that S2's solid state technology

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used fewer panels to satisfy the same number of doors. "More great news!" Shaw exclaimed. With the data in, Aflac selected S2. "For our needs," Shaw said, "S2 provided the best solution and service model."

A "Flawless" Launch

"It's thanks to Allen that we met S2," Shaw said. Tech Systems has been pointing Aflac in the right direction for over ten years. One of the few in the industry that holds an ISO 9000 certification, Tech Systems is known for implementing standardized procedures world-wide. "We really wanted this initiative to succeed," Shaw said, "and needed trusted partners to make that happen." With Tech Systems, Aflac receives expert service that includes a four hour response time and an on-site specialist twice a week.

"Flawless!" Shaw repeated, when discussing S2's installation. "From a user perspective, this was a real positive experience." On Friday, the older system was still in place, by the following Monday, the new system was running, and all employees had new cards. Aflac and S2 took the extra steps to ensure a successful launch, "IP addresses, fire suppression, and the power supply placement were ready to go," said Allen. "This was a major conversion in just one weekend—331 readers!" For Allen, S2's service is invaluable. "We can always get in touch with S2 engineers when we need them, without the red tape. And when there's a problem, S2 takes ownership, and we get results."

High Marks for Safety

The gain in efficiencies rolled in. "We went from a 1st generation type of platform, to a 2nd and 3rd gen, web-based solution that can easily manage access from any location, " said Shaw. Aflac's frequent travelers now carried just one badge, versus three. "A one badge solution—that's a strong metric for us." And, when it comes to S2's NetBox reporting tools, "What used to take days, now takes hours," said Allen. Audits are a major hurdle for most companies, and the ability to gather pertinent information quickly is an imperative for Aflac.

"It's an honor to work with a world-renown company like Aflac. This project supports a tried and true thesis, that good old fashioned service throughout the supply chain makes all the difference. I can't imagine a project going much smoother," states Mike Riegelman, VP of Business Development at S2 Security.

When it comes to safety and security, Aflac's employee surveys give the organization high marks. Looking ahead, Shaw keeps his eye on innovations that will continue the trend. The lock down capability of S2's Threat Level Escalator Mobile App, is one of those solutions he is counting on. "We really try to minimize the risk and increase the safety," said Shaw, "S2 has sure helped us in that regard." No ruffled feathers here.

About S2 Security

S2 Security Corporation is the leader in IP-based integrated physical security systems. Unique to the security industry, S2's products are network appliances that require only a web browser to use. S2 products offer cost-effective security for applications of any size, from small offices to scaled, multi-site global enterprises. The advanced, open platform used by S2 Security, coupled with innovative application software, give S2 products a superior total cost of ownership (TCO) throughout the product life cycle. S2 Security systems support access control, alarm monitoring, temperature monitoring, video surveillance and intercom. S2 Security—Integrated Security for an IP-Connected World®.

S2 Security products are available by contacting the company at http://www.s2sys.com.