Global Guardian

THE CUSTOMER

Global Guardian is a GSOC (Global Security Operation Center) which provides protection for high net-worth families and executives from Fortune 500 companies all over the globe. Their services include personnel-based security and protection, medical support and evacuation, travel intelligence and emergency response.

To enhance their services, Global Guardian implements Cooperative Alarm Sharing Transmission (CAST) technology from Police Priority, which provides actionable intelligence such as video, audio, and GPS data, from the Global Guardian monitoring center directly to first responders as it is being gathered.

THE NEED

Global Guardian was operating as a startup while they pursued an advancement in their alarm monitoring and event monitoring services.

With the addition of Police Priority, they were seeking a software solution which was inclusive of both alarm handling and the video integrations they required. They also wanted to utilize a Cloud solution to eliminate the hardware costs normally involved with a monitoring center startup.

THE SOLUTION

Global Guardian found that both their alarm handling and video integration requirements were available through ManitouNEO. Rather than an on-premises solution, they chose to utilize Manitou Cloud Services to keep their hardware and IT costs low. For their video needs, they chose SureView Systems, which was already integrated with both ManitouNEO and Police Priority's CAST technology. SureView works with a number of different video products and also runs in a Cloud environment.

Global Guardian purchased the Cisco Meraki security appliances from Bold to connect to their network and run the ManitouNEO software.

Once that was completed, Bold's Project Manager and implementation team worked with the President of Global Guardian's Sentry division, Clayton Kemp, to connect the Cloud solutions from both Manitou Cloud Services and SureView in order to receive alarm signals and video. Even with the technical challenges of working with two separate Cloud environments, the project moved smoothly. As Kemp states, "Honestly, there was very little that we had to do and we were legitimately handling alarms within 45 days of signing the contract."

Global Guardian has been running ManitouNEO via Manitou Cloud Services for over six months, and Kemp is pleased with their experience, noting they have not encountered a single moment of down-time from the servers, receivers, or any other part of the system. He notes, "As a matter of fact, there was one time where something did go offline, and the system immediately recovered and continued to run without any involvement from us. We did not even have to contact technical support."

THE RESULTS

Global Guardian's primary goal was to add alarm monitoring and video verification services to their portfolio, without the usual hardware and IT costs normally associated with initiating a monitoring center. Manitou Cloud Services was the ideal solution which also could be implemented with a relatively fast turnaround. As the company continues to experience significant growth, the system's flexibility allows them to add and expand services, as well. "I love the fact that I do not have to worry about hardware, maintenance, IT staff, and software updates," says Kemp. "For a startup, Manitou Cloud Services offers the most effective and efficient way to run an alarm monitoring center."

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CLAYTON KEMP, GLOBAL GUARDIAN

Learn how Manitou Cloud Services can benefit your organization today!

BOLD GROUP

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