The SEC's Solution Innovation Partner (SIP) program evolved to help security practitioners expedite choosing a trustworthy risk mitigation vendor with confidence given the myriad of possible options in the marketplace. Proven Solution Innovation Practice Case Studies help evaluate performance claims and differentiate security solution providers for business outcomes including risk mitigation, return on investment, and security assurance.

This case study demonstrates how Hakimo's capabilities to enhance security, compliance, and the security team's operational efficiency for a Fortune 500 manufacturing company with approximately 100 physical locations as well as employees assigned to approximately 2,000 locations outside company-owned assets.

**Risk Issues and Mitigation Opportunities:**

➢ Automated security competency required for lean security operations team managing access for large, geographically dispersed enterprise with two different access control systems.
➢ Nuisance false alarms from access control systems causing alarm monitoring fatigue and the potential to miss actual forced doors (a break-in had occurred and been missed).
➢ Tailgating monitoring needed for new certifications and compliance, including PCI and HITRUST.
➢ Health of over 1,300 cameras and over 90 NVRs throughout enterprise manually audited once per quarter, resulting in individual cameras and NVRs potentially being down for up to 3 months.
➢ Monitoring of alarms in two separate access control systems required additional time spent on training and monitoring two interfaces.

**Solution Requirements:**

➢ Increase operational efficiency of subject matter expert access control security personnel with technology.
➢ Automatically resolve false alarm positive door forced events with confidence while adding a persuasive performance metric.
➢ Improve timeliness and efficiency of monitoring and reporting of tailgating events.
➢ Improve simplicity of system deployment and use.
➢ Enable bi-directional access control system integration to maintain access control systems as single source of truth.
➢ Amalgamate alarms from multiple access control systems into a single user interface
➢ Provide dedicated, highly responsive customer solutions team for deployment, ongoing support, and solution feedback.
➢ Deliver quarterly reports highlighting systems issue resolutions, insider threats and other AI-powered findings.
➢ Share alarms/incidents within the enterprise and with external parties quickly and efficiently.

**Delivered:**

➢ Improved company security competence and confidence in its utilization of its security systems from a 5 out of 10 pre-Hakimo to 9 out of 10 once the solution was implemented.

➢ Optimized efforts of security operations team through the prioritization of access control alarms (door forced open, door held open) with true alarm resolution probability score, re-allocating hours to more critical safety/security functions such as high value load tracking and emergency reporting.

➢ Tailgating anomalies identified in real-time.

➢ Automatic, seamless resolution of false alarms from access control system.

➢ Integration with the enterprise's two access control systems, with event resolution in both the Hakimo solution and access control systems.

➢ Created a single, browser-based user interface for alarms from two different enterprise access control systems. User interface is easy to use for non-technical personnel, such as management reviewing reports.

➢ Generated simple visual tailgating resolution metrics reports for compliance and mitigation purposes.

➢ Delivered other security system insights including camera issues, door hardware issues and potential insider threats.

➢ Enabled real-time support chat feature for the security team to receive immediate responses to queries.

➢ Enhanced the company's ability to share actual, valid alarms/incidents through Hakimo's browser-based interface.

**Outcome and Benefits of Service Including ROI: Since the 8 months of inception for 3.5M events**

➢ Reduced false alarms by 89% with improved risk resolution on doors with adequate camera coverage and freed up valuable operator time. Enabled the company to capitalize on this freed-up time by having the operators monitor a new mass notification and incident communications system, which would have otherwise required hiring an additional employee.

➢ Discovery and resolution of 25,000+ tailgating events further supported by Hakimo Insights reporting on top tailgating offenders, information that is shared weekly with managers for continuous improvement.

➢ Solved PCI and HITRUST compliance confidence specific to tailgating.

➢ Sustained white-glove customer support, described by the enterprise security team as "the best that they have seen from a vendor."

➢ Security operator productivity assessments increased 25% with Hakimo Insights.

➢ Eliminated manual quarterly audits of cameras are no longer necessary due to instant reporting of issues by Hakimo, optimizing operator efficiency.

➢ Potentially high-risk door hardware and REX sensor anomalies can now be identified and resolved.

➢ Hakimo has harmonized 2 access control system inputs, thus reducing operating complexity.

➢ Ingested legacy systems seamlessly.

**Solution Innovation Case Study:**
**Artificial Intelligence Enhances Security, Compliance and Security Team Operational Efficiency**

# A General Comparison of Competition

| Solution Attributes or Capabilities | Hakimo YES/NO | Company A YES/NO | Company B YES/NO | Company C YES/NO | Company D YES/NO |
|---|---|---|---|---|---|
| Automatic resolution of false positive door alarms with a persuasive performance metric | Y | N | N | N | N |
| Bidirectional integrations with all major access control systems | Y | N | Unknown | N | N |
| Tailgating detection | Y | Y | N | Unknown | Y |
| Quarterly reports highlighting system issues, insider threats and other findings | Y | N | N | N | N |
| Sharing alarms easily with external parties | Y | Y | Y | Y | N |
| Amalgamating alarms from multiple systems on to a single user interface | Y | Unknown | Unknown | N | N |
| Detecting root-causes behind nuisance alarms | Y | N | Y | N | N |
| Camera and door hardware health monitoring | Y | N | N | N | N |

**End user testimonial - "*Hakimo is the total package for customer service. What they do to facilitate requests is incredible. We have never had any requested improvements to the solution denied. Every false alarm found and resolved by Hakimo has been 100% accurate.*"**

**SIP Case Study Authentication Process**
This process was overseen by a Council Faculty member with 20+ years of experience in developing and leading people and asset protection programs as trusted security advisor for global, multinational organizations. **Client end-user authenticated October 2022.**

Note: *The Security Executive Council's Solution Innovation case study represent a snapshot in time to demonstrate a solution to a specific organization's issue. End-user diligence, trial and measurement are strongly recommended for any contemplated risk mitigation activity.*

**See other case studies and learn more about the SIP Program here:**
**https://www.securityexecutivecouncil.com/solutions/vendor-innovations**