

Customers on Cloud Nine

Lausanne Collegiate School – Cloud-based Campus Security

Forward thinking prep school leverages the power of mobile apps and cloud-based access control to provide outstanding customer service from its security operations



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*– Stewart Crais, Director of Operations,
Lausanne Collegiate School*

"Feenics' cloud-based architecture and feature rich product offering make them our preferred access system for commercial clients and Lausanne was not an exception"

*– David Jones, Vice President,
Proscan Solutions*

Project Profile

Organization

Lausanne Collegiate School
Memphis, TN USA
lausanneschool.com

Industry

Education, K-12,
Independent Schools

Systems Integrator

Proscan Solutions
Cordova, TN USA
proscancompanies.com

Educational organizations, particularly those in K-12, deal with many variables when implementing their security operations. The open nature of schoolgrounds, free flow of children, staff, and teachers, and daily influx of visitors present unique challenges for providing a safe learning environment.

And in addition to traditional security challenges, new concerns are emerging around cyber security, privacy rights, identity management, and how to leverage all the collected data.

Founded in 1926, Lausanne (pronounced "Law" "Zann" as in Anne) Collegiate School develops the individual talents, intellects, creativity and character of boys and girls through innovative teaching strategies and passionate and engaged learning within its diverse Pre-Kindergarten-12th grade IB (International Baccalaureate) setting.

Lausanne sits on 30 acres in East Memphis, and includes four academic buildings, a science center, 60,000 square foot state-of-the-art library and indoor sports complex, two gymnasiums, performing arts center and arts wing, two multi-purpose athletic fields, six tennis courts, a sprint track and waterfront access to Blue Heron Lake.



In 2019, Lausanne consulted with Proscan Solutions, their longtime system integrator partner to evaluate new access control technologies. Proscan Solutions, founded in 2002, is a full-service technology solutions company that provides complete, end to end networking and security solutions to the commercial market. Proscan's offerings cover an entire range of services from design and project management to implementation and ongoing maintenance services.

The goal was to upgrade from an older legacy client server access control system. The previous system had become difficult to manage and maintain, particularly the software and back-end components. Proscan had recently upgraded Lausanne's video surveillance from a legacy client/server VMS to OpenEye's cloud-managed system. The next step was to install a cloud-hosted access control system that would integrate with OpenEye.



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Challenge

Replace an aging legacy client-server access control system

Upgrade to a newer architecture that could integrate with their existing video technology

Solution

Keep by Feenics Access Control as a Service Platform

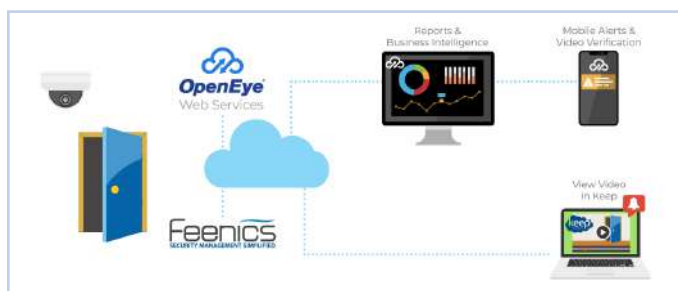
Proscan Security as a Service Platinum Package

Key Functionality Leveraged

- ✓ Keep Win App, Keep Web Client, and Keep Mobile App
- ✓ Significant Mobile App Usage
- ✓ OpenEye Camera Integration
- ✓ OSDP Reader Supervision
- ✓ Custom Floorplans
- ✓ Keep Holiday Generator
- ✓ Shifting Door Schedules
- ✓ Cardholder Access Adjustments
- ✓ Verification of Reader Modes via Reader LEDs during Nightly Guard Tours
- ✓ One Click Action for Key Functions
- ✓ Lockdown Preparedness

The team determined that the **Keep by Feenics** Access Control as a Service platform with the OpenEye VMS plug-in would be the best fit. The current Keep system protects eight buildings across the 30-acre East Memphis campus. The 47 HID proximity card readers are OSDP enabled. OSDP provides a more secure supervised communications protocol, protects against attacks, provides high end AES-128-bit encryption, and bi-directional communications. Additionally, Lausanne has plans to implement mobile credentials... "We are looking forward to getting the mobile credentials deployed" stated Stewart Crais, Director of Operations for Lausanne, "that's the next logical step in the evolution of our security operations."

"We love the OpenEye integration to Keep"



Security as a Service. The Keep access control system is implemented as part of Proscan's forward thinking Security as a Service (SaaS) managed service offering. A 'pay for only what you use' program, Proscan's Platinum SaaS offering includes all the needed software, hardware, cloud storage, maintenance, training, remote support, and warranty for an affordable monthly cost. The SaaS package includes components for access control, video, and Mercury hardware. "This is an ideal model for many of our customers", stated David Jones, Vice President for Proscan, "with this setup Proscan maintains ownership of all the equipment, effectively removing all risk from the end user for things like warranty, repair, etc. It gives them a predictable and affordable monthly price and minimizes capital expenditures required to stay current on the latest technologies. We even include regular health checks to ensure the system is operating at peak efficiency."

Command & Control Flexibility. Lausanne's security team operates out of a central command center and love the benefits offered through Keep's cloud services. In the command center, Lausanne leverages Keep's lightweight evergreen Win App, which allows them to enjoy a richer user experience for more complex tasks such as monitoring alarms and responding to them, viewing integrated video tied to alarm transactions and working with Keep's full featured map/floorplan functionality.

When security supervisors or operators are working from home or a remote location, they take advantage of Keep's web client which can perform many of the same functions, but in a more lightweight experience.

Best of all, the campus security team loves the ability to respond to alarm activity from Keep's native mobile app. From the app, they can view and acknowledge events, grant access, and make on-the-fly system changes from anywhere on campus or from remote locations.

"The app is huge for us," explained Stewart Crais, A faculty member will call in over the weekend alerting us that they cannot access an area. I can use the app to check their record, verify their access rights and simply open the door right from the app. It allows us to provide real-time customer service to our constituents. Even better, there's no more unnecessary trips to campus for us!"



Adaptability for C19. “Once it became clear that COVID was something to take seriously, we wanted to act fast. We made the decision that we did not want anybody on campus without prior approval. So, from the web client, we were able to change access for all credential holders to prevent entry into any of our buildings. Then for people who would get approved to be on site, we could quickly adjust their access levels right from the mobile app or web client. It’s nice that the Keep app gives us a degree of granularity to manage where we allow people to go.”

Hassle Free Maintenance. The combination of Feenics’ Keep cloud-based architecture and Proscan’s Security as a Service offering minimizes the system’s maintenance requirements and frees up Lausanne’s IT and Security teams to focus on what they do best. Even during system upgrades, security operations remain 100% operational.

Flexibility for Sports Complexes. Lausanne leverages Keep’s ease of use and flexibility when managing door access and scheduling for on campus sporting events. The fluidity brought on by the pandemic means schedules can change daily. Events can be canceled on a moment’s notice, sometimes hours before game time and the Lausanne security team can quickly and easily make door schedule changes on-the-fly. And as a bonus, changes can be made remotely via the web client or mobile app.



In all, Lausanne is pleased with the value the Keep system delivers as well as Proscan’s professionalism and service. As Stewart Crais commented, “we are thrilled at the level of safety and customer service we can provide to our students, faculty, and staff.”

Feenics is the leader in innovative cloud-based access control solutions. Our flagship product, Keep by Feenics, is a native access control as a service (ACaaS) platform built specifically for and hosted in the public cloud. Feenics works with industry leading manufacturers and integration partners to deliver robust solutions for the most secure, connected environments in the market. Visit us at www.feenics.com



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System Fast Facts

- 47 Card Readers
- 84 Cameras (7 Integrated)
- 8 Buildings
- OSDP Implementation
- OpenEye Integration
- Mobile, Web, Win Apps
- Mobile Credentials (Future)



Company Fast Facts

- Cordova, TN
- Founded in 2002
- Full-Service Systems
- Integration Shop
- Security as a Service
- Pricing Model
- Security Consulting, Design, and Implementation Services
- Feenics CloudForce
- Founding Member



Feenics