

SECURITY

SOLUTIONS FOR ENTERPRISE SECURITY LEADERS

TOP of the TOWER:

How Nelson Barreto,
Ted Lotti and
Kevin Engelhardt Are
Securing the Hearst
Corporation

*Leading Security
Executives and Their
Integrators Share
Best Practices*

Above and Beyond:

Examining Security Executive and Integrator Best Practices

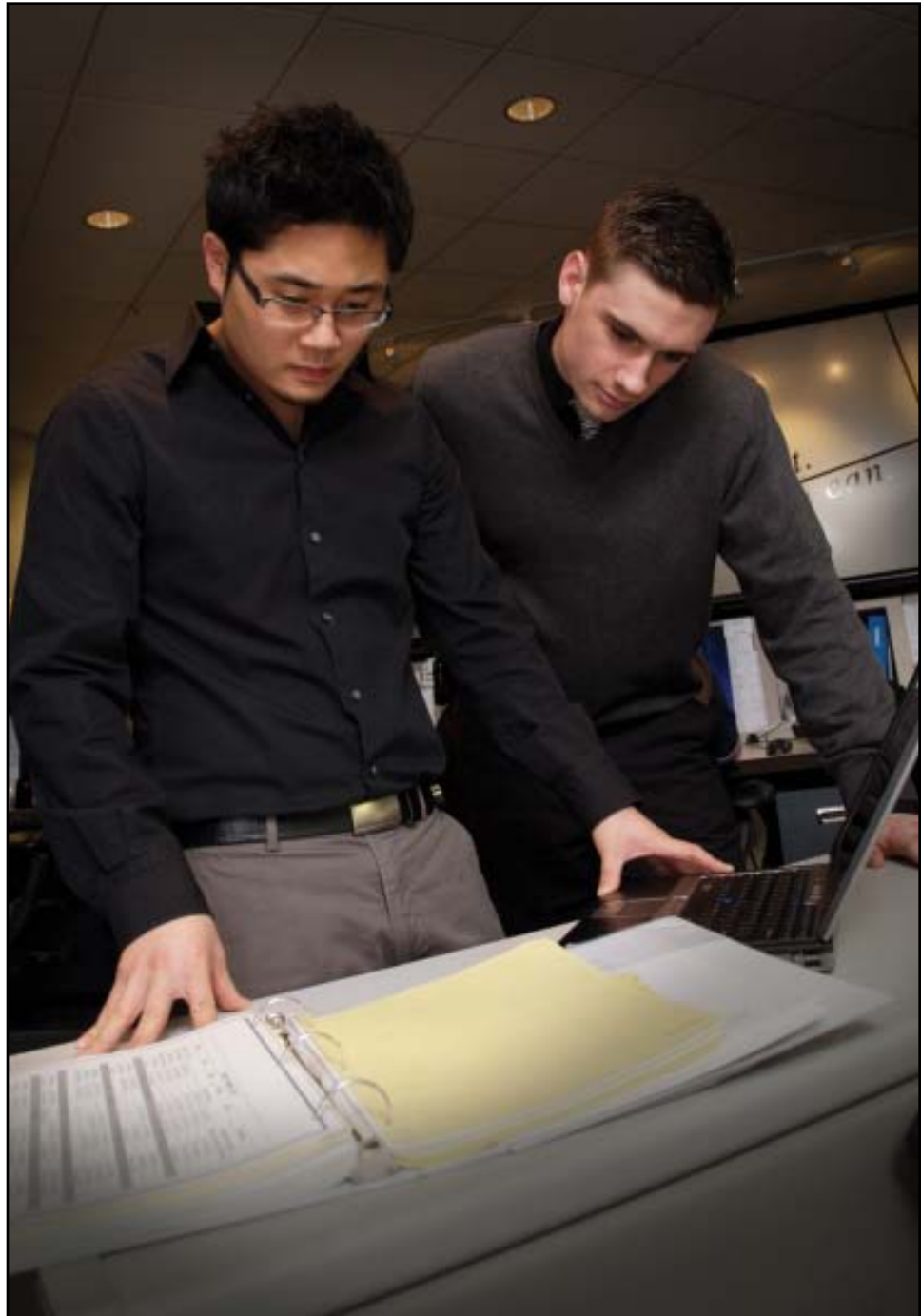
Building and maintaining long-term working relationships with a security integrator takes time, commitment and plenty of resources.

**By Maggie McFadden Shein,
Contributing Writer**

Long-term relationships between security leaders and their integrators are born from years of consultations, installations and service work. Once you find a security integrator that you trust and that meets your needs and exceeds your expectations, you can bet that you will go back to them time and time again. There are many examples of security executives forming multi-decade working relationships with their integrator. Those relationships are built from trust, communication and delivering results.

At the Hearst Tower in New York, Ted Lotti, Director of Security, is working with Diebold to secure the world headquarters of Hearst Corp., which is the world's largest publisher of monthly magazines. The 46-story glass and steel structure is the first occupied office building in New York

*Focusing on transparency throughout a project can help avoid pitfalls and create strong working relationships, according to Kevin Engelhardt, vice president of security operations for Diebold Security, Canton, Ohio.
Photo courtesy of Diebold Security*



Industry Voices: What end users want from their integrators

City to achieve a LEED Gold certification under the U.S. Green Building Council's Leadership in Energy and Environmental Design program, which recognizes excellence in environmentally sustainable design and construction. The building called for a custom-designed and installed dedicated security network, including advanced portal security and access control, video monitoring and a new command center, that would secure the structure, its visitors and its employees all while maintaining the Hearst Corp.'s high-level corporate image.

"The building has a lot of uniqueness in the way it has to be run, so we really worked closely with the end user to make sure that as we were deploying technology that it really met their overarching needs of what was most important to them," recalls Kevin Engelhardt, vice president, security operations for the Canton, Ohio-based company. "It just goes to show that proper planning is so important. You don't want a moving target. You want to understand the goals right out of the gate."

"What's important to me is that [the integrator] gets into your organization and has a good understanding of what your goals are before they ever turn a wrench or sell a piece of equipment."

– Jay Beighley
vice president of corporate security for Nationwide, Columbus, Ohio

You also want accountability, says Lotti. "When you work with several integrators sometimes you get finger pointing when things go wrong. No one wants to take responsibility. But when there's just one integrator, they have no one else to blame so there's no issue with accountability. We get better service," he says.

Diebold installed the commercial office building's original security system in 2005 and has maintained it since, including adding on to the building's command control center after an expansion. There are 400 cameras and 600 door access controls between several buildings, all of which are managed at the central command center, with the assistance of 50+ security officers.

A focus on building the relationship and being a trusted advisor to their customer is what end users who have found those mutually beneficial partnerships agree is even more important than the products and systems being installed in their organizations – though finding the integrator that has those same goals often takes more than just opening up the phone book. Finding the perfect match requires time, energy and communication, according to security leaders and the integrators that work with them. **SECURITY**

Quotes from Pixar, Nationwide, Greenville Hospital System and Rockwood School District - security provided by other companies.



"You build a relationship over time, and the key for me is that the people we work with are people that are connected beyond the business level. You develop a personal relationship with them and find ways to connect with them so that they take a personal stake in your busi-

ness themselves and you get that extra bit of energy out of them. When you get that connection with employees or with vendors, it's not something you can buy, and that relationship building is really, really valuable to us."

– George McCloskey
head of corporate safety and security, Pixar, Emeryville, Calif.



"One of the most important things, of course, is that they have a stake in the success of the security system as much as I do. Their first concern should be with the security of the facility that they are getting paid to do the integration for. I also need availability 24/7. If a camera goes down on Friday afternoon, I don't want to hear 'See you Monday.'"

– Shawn Reilly
chief of police and director of security, Greenville Hospital System, Greenville, S.C.

"There is definitely a trust factor, and that's something they earn. We respect their knowledge, and we expect that they have the best interest of the school in mind. Those are things that become apparent after dealing with one company for many years. It's also important for us and [the integrator] to stay focused on what you are really trying to do because it's easy to add to projects and try to do everything all at once, and that's not feasible, specifically in schools where budgets are large concerns. Both parties need to stay focused on your needs."

– Chris Freund
director of facilities, Rockwood School District, Eureka, Mo.

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