

Automated Key Processes for Data Centers



Improving tracking, auditing, accountability and security of physical keys >

Data centers all over the world face a variety of operational challenges every day. With so many of these centers housing an endless amount of valuable assets with critical information such as servers, computers and more, security is always an essential need and focus. More specifically, things like key management and the corresponding processes present security challenges to many of these centers, as the use of conventional key rings and systems are both vulnerable and costly.

As a premier wholesale data center with two facilities in Santa Clara, CA and Quincy, WA, Vantage Data Centers was facing some of these specific obstacles of their industry. As a provider of secure facilities, access control is a major issue and the biggest element to improvement would be enhanced processes and advanced key management.

Facing the challenges of manual key processes >

“Being a secure data center provider, access control is paramount. Managing the site critical key sets manually presented us with a greater risk level.” - Brian Yoshii, Security Operations, Vantage Data Centers

Before the realization of a problem with their access control, Vantage was running manual key check-out and check-in

processes for a number of their critical key sets. Without the help of automated processes, they suffered from ineffective levels of tracking and auditing, as well as a lack of overall accountability and security for the keys.

With auditing and overall security not as effective as desired, access control was taking a hit, as manual management made for greater risk. This just wasn't an option for a secure data center location, so Vantage decided to make a change. They had already been exploring technology as a way to improve work efficiency throughout the company, so the use of automated key management represented a big step towards that goal.

After analyzing the issues that came with manual key management, Vantage decided that an automated key check-out and check-in process that could seamlessly integrate with their current access control system was a necessity. Vantage was already utilizing a top notch Lenel solution and with an automated system for key control, they'd be able to effectively manage their keysets and instantly improve their auditing capabilities.

Vantage used a benchmarking process to see what industry leaders in process control were doing, which ultimately helped them conclude the search. Traka maintained an excellent reputation throughout the industry, with many companies already utilizing their solutions and systems for key management and process control. With their Quincy, WA facility already deploying similar key management solutions and knowing what they were looking for in a key management system, Traka was the natural and optimal option for Vantage to address this major issue.

Automated processes for effective management >

Utilizing the Traka32 solution, Vantage found what it was looking for and more in an automated key management system.





“Traka is a scalable solution that we will continue to utilize as our business grows.”

The Traka32 software provides a central connection for products, allowing for any future integration as well as assists their site operations and security management teams. With Traka, technology is leveraged to improve efficiency in cost savings and greater accountability with full tracking of the site's keys.

With Traka, Vantage is now taking advantage of an automated key check-out and check-in process that is fully integrated with their existing Lenel access control system. With this integration, they have enhanced the ability for:

- > Effective key management
- > Consistent access rights
- > Greater efficiency
- > Automated e-mail alerts
- > Regular auditing capability
- > Reduced administration costs

With the new system, Vantage has been able to take advantage of all of these benefits, as well as ensuring an overall higher level of security and reliability, two things that are absolutely critical in their everyday operations. Because of the automated e-mail alerts for key transactions, the site operations and security management teams are able to monitor the actual work hours of employees.

The implementation process began as the software was installed by Traka engineers on a Vantage provided server. The engineer made the necessary service updates, using a Lenel server, which enabled communication. The software was then tested with a Vantage operations administrator. The implementation and Lenel integration was a one week process that concluded when the Traka engineer turned over control of the fully functional and effective system to the Vantage security team.

Expanding as Vantage Data Centers develop >

With the Traka32 system installed and integrated at Vantage Data Centers, the solution is now managed by only two people. With a basic understanding of access control principles, the users are able to easily maintain and manage the effective system and help Vantage benefit from the use. Employees have loved the switch to Traka from the manual process used before, as it helps save close to 30 minutes in each shift, due to greater efficiency in receiving and returning keys. The time saved has a much greater impact, totaling roughly \$9180 in cost reductions in a year and also allowing the SOC operator(s) to achieve greater efficiency by devoting more time to their other responsibilities.

Because of the success of the implementation with Traka, Vantage Data Centers are planning on continuing their relationship by adding more solutions in the future. As the business grows, they see the scalability of Traka as a necessity to continue ensuring security and accountability down the road. Vantage has already added Traka to their Security Master Plan standard, meaning more solutions will be indispensable additions with any of the company's new centers.



Scan the QR code and learn more about Traka's advanced key cabinets.

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