



traka

ASSA ABLOY

Florida State University's "Key" to Efficiency

Traka Customer Since 2011: It all began with a single key cabinet.

Situation

Florida State University (FSU) was founded in 1851, and since then, the Tallahassee university has grown to an impressive 41,000+ students across its 374 buildings and 477 acres. With 14,000+ staff hired on such a big campus, it came as no surprise that they were struggling to find a successful way to manage their keys and assets between different buildings and departments.

"Prior to Traka, there would be keys in people's drawers," said FSU's Key Shop Supervisor, Steve Fryman. "The keys would go home with people. If you needed to borrow a vehicle, which we have pooled vehicles, you could not find a key."

"It was very frustrating," agreed Donna Trumbower, FSU's Associate Director of IT. "You would have to leave 45 minutes early before your meeting to try to find a car, then the keys would be in people's desks."

With no accountability, no tracking, and no efficiency, it was clear that a streamlined key and asset management solution was needed.

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FLORIDA STATE UNIVERSITY:

Tallahassee, FL

- > Founded: 1851
- > 41,000+ Students
- > 14,000+ Employees
- > 374 Buildings
- > 477 Acres

Challenge

To account for all the staff, multiple key sets were cut for each building. Worse, management didn't have a way to determine when those keys were checked in or checked out. If someone took a key home with them, it was hard to know who was last responsible for its whereabouts.

With 800 employees regularly needing keys at a time, managing them manually would be too tedious to be feasible. For example, having a supervisor dole out keys while other employees waited to receive their keys could easily take up 30 minutes a day, wasting plenty of man hours each month.

Finally, a lot of projects ran over the weekend, so contractors would have to arrive on weekends with the key shop available to give them a key. If the key was misplaced, or the person responsible for giving out the key was delayed, then the contractor's hired hours were spent waiting for key access.

Solution

It all started with the installation of a single key cabinet as part of a pilot program with Traka. This program proved so successful that now FSU has 15 intelligent L, S & M-Series key cabinets set up about campus, complete with one network and custom integration. Some of these cabinets contain hundreds of keys inside, with more constantly being added daily.

Instead of searching for keys, employees simply swipe their cards in to get their keys when they clock in, then return their keys when they clock out. Should a key not be replaced for any reason, an alert immediately goes out at end-of-day to management, creating a sense of visibility and accountability. "It's very streamlined, very efficient, and we love it," Trumbower says of the new process.

Contractors visiting over the weekend no longer have to meet with a member of the key shop, but can instead access their key through an automated system. A card grants them access to the key shop, where they use an intelligent Traka key cabinet to receive the key for their particular project.

Resolution

FSU has been a Traka customer since 2011. Traka key cabinets now regulate key use for grounds, maintenance, and building services departments across the campus. This has revolutionized the management of keys for each group of users, but especially for grounds, which allowed for enhanced vehicle management.

"It's great to see the innovation and flexibility of Traka," Fryman said of the above. "Traka can be used in so many different ways, and that's just going to allow so many people to do so many different things. And that brings a lot of peace to a physical security manager like myself."

"We liked the efficiency of being able to deploy the boxes, [and] we liked the company strategy for how they handle deployment," Trumbower added. "They know us and they talk to us by name and make sure they resolve [issues] clearly and efficiently."

How would they describe key management with Traka? "It's just easy," Trumbower said. "It manages itself."

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15 Cabinets & Growing

- > L, S & M-Series cabinets
- > One network
- > 374 Buildings
- > Custom integration

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