Chubb

Securing an Enterprise Data Centre
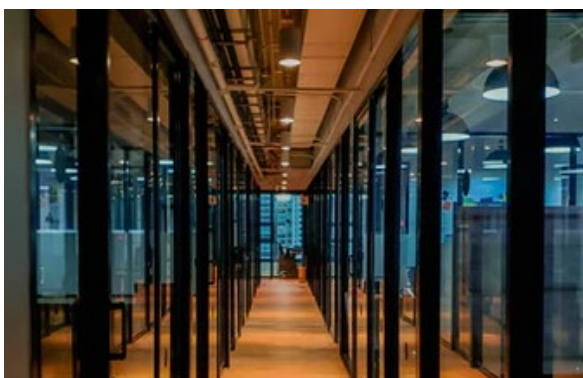
Protecting your world

Ensuring the highest level of security and maintenance for complex and mission-critical buildings, including data centres, for a Canadian multinational financial services organisation.

Over the past twenty years, Chubb has managed and maintained the security of critical buildings for a multinational financial services organisation in Canada. Chubb recently installed a comprehensive security solution, including access controls and extensive, integrated surveillance systems for the company's headquarters and data centres operating out of this facility.

Data centres serving financial services institutions can face significant security threats and protecting the sensitive financial data of clients is of the utmost importance. Chubb worked closely with the customer to select the highest level of security system and to manage the process end-to-end.

Customer Needs

• Risk mitigation associated with the mission critical and complex nature of data centres.

• Upgrading existing access control systems over multiple floors, including a new contactless solution to help to limit the spread of Covid-19.

• Ensuring business continuity and timely installation during an upgrade and construction at their head office.

Approach

Previously providing security services for retail branches and offices in Canada, Chubb was engaged for the security fitting and maintenance process at their headquarters.

Chubb worked closely with the relevant facilities management and security teams to ensure the implementation of remotely controlled security solutions best suited to the financial institution's complex needs. This included a pilot to test a proposed contactless access solution and running due diligence to assess the different options available.

It was essential that the security systems, including extensive camera networks, access controls and biometric readers, could be installed efficiently and effectively, without causing disruption to the data centre and wider financial institution.

Chubb's technicians provided efficient knowledge transfer and consistent project delivery, reducing the complexity of managing multiple contractors when re-wiring is required and when upgrading older systems such as this.

Chubb continues to help the client to stay abreast of risks and changes to data centre environment, ensuring that the system remains the best fit for the customer's high security needs.

Project Summary

• A comprehensive, integrated and remotely controlled security system that optimised access management and surveillance.

• The access management system reduced the false rejection rate and increased entry speed by at least 50% through high security areas and eliminated all points of physical contact.

• The customer decided to proceed with similar upgrades to other data centres across its head office campus.

• Following the initial fit-out, Chubb has continued to maintain and improve the security system, working collaboratively and proactively with the client to identify new risks and solutions.