R1

Case Study:

R1 turned to BluBØX for a comprehensive and integrated solution.

INTRODUCTION

R1 Medical Management Company is a global medical management firm with offices throughout the United States, a significant presence in the Philippines and India, and locations in other parts of the world. Due to its growth through acquisitions, R1 faced the challenge of managing disparate access control and video systems across various facilities, leading to inefficiencies and security vulnerabilities.

CHALLENGES

The owners faced several challenges:

- Antiquated On-Premise Systems: R1's existing systems were outdated, difficult to manage, and required frequent maintenance.
- Disparate Systems: Each acquired company brought its own access control and video systems, creating a patchwork of incompatible technologies.
- Scalability: As a growing company, R1 needed a scalable solution that could integrate new acquisitions seamlessly.
- Compliance and Reporting: Being a medical management company, R1 had stringent compliance requirements, particularly around video storage and access control.
- Administration and Uptime: Minimizing administrative overhead and maximizing system uptime were critical for R1's operations.
- Infrastructure Reuse: R1 aimed to leverage as much existing infrastructure as possible to reduce costs.
- Security and Technology: The company sought to move to a more secure reader technology and incorporate advanced features like video analytics and mobile credentials.

SOLUTIONS: BluBØX and BluSKY

R1 turned to BluBØX for a comprehensive and integrated solution. The deployment included the following key components:

BluSKY Access Control and Alarm Monitoring:

- Standardized access control across all offices.
- Centralized alarm monitoring to ensure real-time response to security events.
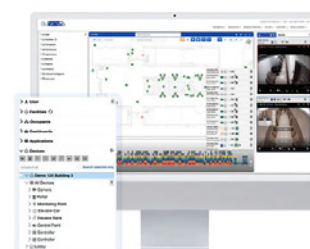
Person Readers

- Installed at key entry points for access control, video biometrics, and intercom functions.
- Provided automatic photo ID capabilities, enhancing security and visitor management.

BluBØX Video Systems:

- Deployed BluBØX NVRs (Air 8, Air 16, Air 24) across various facilities for robust video recording and analytics.
- Ensured 90 days of on-site video storage and one year of off-site cloud backup to meet compliance requirements.

AI Controllers:

- Implemented NVIDIA GPU-based AI controllers (ARC) that combined access control, video analytics, intercom, and natural language processing.
- Reduced hardware costs by consolidating multiple functions into a single device.
- Enabled onboard video analytics and real-time monitoring.

SCIM Integration:

- Integrated with R1's Active Directory (AD) for automated credential provisioning.
- Streamlined user management and minimized administrative efforts.

Data Lake and Facility Oracles:

- Established data lakes at each site to aggregate all security-related data, including audio, video, access control, and analytics.
- Deployed building oracles to analyze data and provide actionable insights through natural language interfaces.
- Enabled centralized control and monitoring via BluSKY's EOP interface, offering a holistic view of all sites and immediate alarm response capabilities.

IMPLEMENTATION AND ROLLOUT

The implementation involved:

- Phased Deployment: R1's solution was rolled out over several years, leveraging the cloud-based BluSKY platform for easy integration and scalability.
- Seamless Integration The cloud-based approach allowed R1 to prepare buildings and swap out hardware without disrupting operations.
- AI and Analytics: By deploying AI controllers and data lakes, R1 harnessed advanced analytics to transform raw data into actionable intelligence.

RESULTS AND BENEFITS

Standardization and Integration:

- Unified access control and video systems across all facilities under one platform.
- Improved security and compliance through centralized management and standardized procedures.

Cost Savings:

- Reduced hardware costs by consolidating multiple functions into single AI controllers.
- Minimized administrative overhead with automated SCIM integration and data analysis.

Enhanced Security and Compliance:

- Achieved compliance with stringent video storage requirements.
- Improved security with advanced video analytics, biometric identification, and real-time monitoring.

Operational Efficiency:

- Streamlined visitor management and credential provisioning.
- Enhanced uptime and system reliability through robust cloud-based infrastructure.

Scalability and Future-Readiness:**

- Prepared for future growth with a scalable and flexible solution.
- Leveraged AI and data analytics for continuous improvement and proactive security management.

CLIENT TESTIMONIAL

My background is all law enforcement, most recently retiring from 22 years with the US Secret Service. As a result, I have a unique perspective from the outside looking in regarding physical security and security controls, but this was my first opportunity to work directly with a security vendor.

My experience with BluBØX has been outstanding. Their staff is knowledgeable and quick to respond to requests. Their solutions are innovative and tailored for our needs. We have been able to test new technologies and stay on the cutting edge of security controls to better safeguard our employees and assets.

Being able to deliver consistent security controls that are rolled into a single online platform makes it easy for my staff to do their jobs. They provide training and constant support. This paired with regular improvements in functionality make a great combination. The analytics they provide through the online portal also makes it easy for my team to demonstrate our effectiveness to upper management.

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While I have very few issues with their services, when I do, their support team responds quickly and professionally. I regularly communicate with the support team for minor questions and am always treated with courtesy and respect while also receiving excellent customer service to solve my problem or answer my question.

To provide specific examples of their support and consistency with their products, we have experienced several power outages both planned and unplanned in the last calendar year due to various causes such as testing and weather. In all cases, BluBØX worked closely with us ahead of time to plan and ensure continuity of service and then after the fact to ensure any downtime was minimal and our security controls were up and running as quickly as possible.

My goal is to integrate all facilities under the BluBØX umbrella so that my company will have consistent service from a superior product.

Brian L. Sanders
Director, Global Physical Security & Forensic OPS

CONCLUSION

The BluSKY solution by BluBØX provided the international rating agency with a robust, flexible, and centralized security system that met their diverse needs. The ability to manage security globally while respecting local requirements, along with seamless integration and advanced reporting capabilities, made the project a resounding success. The ongoing rollout continues to enhance the agency's security infrastructure, ensuring compliance and operational efficiency across all sites.