# Efficient access control and security management at Dell.

## Axis cameras blend in to office environment while contributing to enhanced security and operational efficiency.

**Organization:**
Dell Japan, Inc.

**Location:**
Kawasaki City, Japan

**Industry segment:**
Commercial

**Application:**
Crime prevention, safety and security, access control

**Axis partner:**
American Engineering Corporation

### Mission

Dell Japan Inc., with its base in Kawasaki City, is the Japanese office of IT company, Dell Inc., headquartered in Texas, USA. In addition to the head office in Kawasaki, the company operates office locations in Tokyo, Osaka and Miyazaki that serve as support centers, etc. Dell offers comprehensive IT solutions including PCs and mobile terminals, core systems and deployment support in the cloud, as well as security services. During working hours about 1,600 employees and related personnel use the offices. The company required a highly secure access control system that allowed them to clearly see when, where and how office areas were being used, and by whom, while also preventing intrusion or tailgating by suspicious individuals.

### Solution

The construction and deployment of Dell's access control system was handled in collaboration with American Engineering Corporation (AEC), which provides services across a wide range of industrial sectors including the U.S. government, plant and infrastructure, and IT.

For this project, a system was deployed with card readers installed in the entrances and exits to each room and shared space to record access, while Axis network cameras monitor the flow of people as they enter and exit. The security management system used was standardized throughout Dell Inc. and its branch offices – combined with a card reader system exclusively for employees, along with Axis network cameras. When an error is generated by the card reader upon entry or exit, the system alerts supervisors and the footage recorded by the network camera of the actual scene can be reviewed.

### Result

A system has been put in place that allows for the flow of people within the office to be overseen while preventing intrusion or tailgating by suspicious individuals. With just three or four staff members, the activity of 1,600 people can be monitored at all times, without needing to establish an operations room exclusively for monitoring.

AXIS COMMUNICATIONS

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"Dell handles cybersecurity for our customers. We believe that in a company such as this, focusing on enhancing our own physical security leads to an increase in corporate value. We selected Axis network cameras for this important role partly because they are compatible with a wide range of systems, and partly due to the superior performance of the hardware, which offers clear images and is also physically robust."

Hirokazu Shibata – Corporate Security Consultant, Dell Japan Inc., Japan & Korea.

Most importantly, the deployment of this access control system has given employees an enhanced awareness of security and of their own role in protecting the safety of the company. By allowing the flow of people to be grasped as data, the system has also enabled increased operational precision in terms of attendance tracking and facilities management. Dell's Japanese offices all use the same system, and the deployment of this system is now under way in the South Korean office.

## Background and details

Before the access control system was deployed in 2012, there was no mechanism in place that allowed Dell to efficiently analyze the flow of people in and out of its offices. Some of the security cameras installed were in operation and some were not, and the company did not use many features of the software deployed at the time. As a result, the decision was made to build a new system that would allow the entry, exit and movement of office users to be clearly understood, and that would also prevent external intruders.

First, card readers for employees were installed at the access points of each room and shared space within the offices. This system records the time of entry and exit when the card is scanned. Network cameras were installed to monitor the scene at all times. In this way, while the system is used to track the flow of people, supervisors can also review camera images to see what's happening when they're alerted of an access error.

When a supervisor is alerted of an error, it is possible to contact those involved after checking who was there at the time and find out why their card failed to be read. This has enabled supervisors to improve office safety through their own actions, and security has improved as a result.

The project also maintained a strong focus on operational efficiency. The security system is the same as that used by Dell Inc. across all of its branch offices and is administered by Dell Inc. from a server running at a location in China. Recorded image data is managed on a server in Japan and during working hours it is not usually monitored. When the system does alert supervisors, the security supervisor checks the recorded footage and takes whatever action is necessary. Monitoring the images does not require a dedicated terminal and is conducted on the supervisor's work PC. Supervisors work as required in a 3-4 person system, which also improves efficiency in terms of personnel costs.

It is vital that consideration be given to privacy within the office environment, and thus the installed network cameras only monitor entry and exit movements to the absolute minimum necessary, with careful attention given to camera position and angle. In order to minimize any sense of being monitored and to blend within the office environment, dome-style cameras were selected – primarily from the AXIS P33 Series. With the system's capability to verify – in digital form – details on work attendance and the use of office facilities, etc., both administration and management have benefited from a huge boost in operational efficiency.

When deploying a security system, it is necessary to take into consideration the situation within the specific country and region where it is being set up. The access control system deployed currently may not be suitable within every country into which Dell has expanded, however it is planned to be deployed in South Korea, where conditions are similar to those in Japan.