

case study



Cellular South Calls on Alarm One and Honeywell to Protect New 80,000 Square Foot Operations Center

Headquartered in Ridgeland, Mississippi, Cellular South is the largest privately-held wireless provider in the nation. Since it was founded in 1988, the company has received numerous awards for unmatched personal service, unparalleled wireless coverage, innovative products and industry leadership, and has grown to employ 1,100 employees in the Southeast.

Honeywell

The Situation:

When an 80,000 square foot warehouse in a convenient location became available, Cellular South management decided it presented the perfect opportunity to consolidate the various support functions that were scattered throughout different facilities around the Jackson area. They turned to integrator Alarm One, Inc. to design a security system that would streamline their operations and allow them to focus on what they do best—provide exceptional service to their customers spread across Alabama, Mississippi and Tennessee. Today, the new building houses approximately 300 employees in four independent departments: triage of returned devices, product repair, distribution, and customer care representatives.

Finding a security system that met all their needs presented several challenges. Because each group uses its own entrance and works independently, the building is in operation from 6:00 a.m. until 11:00 p.m. every day. The unique nature of each group, the varied uses of the space, and the number of different work schedules had to be considered. Alarm One needed to create four separate video, intrusion and access control systems within the massive facility—and then merge all those independent systems into one secure central control point.

The Solution:

Inside the operations center, Honeywell's WIN-PAK® access control software limits who can go where. Customer care representatives don't have access to the warehouse, for instance, and the triage group can move about freely in their area but nowhere else. Each employee has a prox keyfob, and access rights are administered by the individual department managers.

The NetAXS™ web-based access control system is tied into the IT network, allowing managers to log in from the office or access their information remotely from an offsite location. If the VISTA panel sends a fire or intrusion alarm after hours or during the weekend, they can pull up a history of the readers and review the incident. High definition dome cameras at the new operations center are integrated into the system, along with surveillance cameras at all of the company's 110 retail stores, giving management an easy way to keep an eye on operations by simply logging on.

In order to disrupt operations as little as possible, the entire project was completed in less than two months. "During the renovations we had a crew of up to eight guys on the job at all times," said Steve Pyle, president of Alarm One. "With more than 50,000 feet of cable involved in the security installation, this project was the largest installation of NetAXS that Alarm One has completed to date."

For more information:

www.honeywellaccess.com

Honeywell Security Group

Honeywell
2700 Blankenbaker Pkwy, Suite 150
Louisville, KY 40299
1.800.323.4576
www.honeywell.com

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The Benefits:

According to Charles Weldon, operation & sales manager for Alarm One, everyone involved is finding the Honeywell solution to be extremely user-friendly. "We appreciated how quick it was to install and how easy it was to get all the users trained on the system. The employees love how simple it is to operate, and the managers really like how effortless it is to make changes to badges or add new employees with just a point and click."

Kevin Smith, manager of loss prevention for Cellular South, spends most of his days in his office at the Cellular South corporate headquarters several miles away, but says he feels confident in his ability to keep an eye on things at the new facility using the remote capabilities of the integrated system.

"The Honeywell system keeps me connected to all our properties round the clock. If there's an alarm on the weekend, I can sit down at my PC at home and pull up the event history and video for the incident without ever having to go to the facility."

Kevin Smith

Loss Prevention Manager

Cellular South

The Products:

- NetAXS™ web-based access control system
- WIN-PAK® access control software
- HD51 and HD3U dome cameras
- Fusion digital video recorders
- OmniProx readers
- HID® prox keys
- VISTA-128FBP commercial fire and burglary alarm panels



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