



CUSTOMER STORY – COMMERCIAL REAL ESTATE

Global tech leader secures 61 sites on three continents

Red Hat secures 61 sites around the world with Axis cameras and 2N intercoms. Security Operations Centers employ AXIS Device Manager Extend to streamline updating camera software, user privileges, and cybersecurity.

ORGANIZATION

RED HAT

LOCATION

RALEIGH, N. CAROLINA, USA

CUSTOMER NEED

**OPERATIONAL EFFICIENCY,
OCCUPANCY**

Global operations require global security

Red Hat, developer of the Linux® operating system, provides enterprise-level, open-source solutions for more than 90 percent of the Fortune 500 companies around the world. They represent a cross-section of industries from telecommunications and internet giants to major retail chains, financial institutions, and healthcare providers – all high value targets for cybercrime. Doing business with these customers requires Red Hat to meet the toughest international standards for data privacy and security.

"Our contracts include regular audits to demonstrate that our 61 properties across the United States, Europe and Asia are complying with international regulations for information security management systems," shares David Whalley, business analyst at Red Hat.

Red Hat's security ecosystem includes more than a thousand Axis dome and PTZ (pan/tilt/zoom) cameras across its office and data center locations. Because Red Hat runs a multinational operation, the security cameras are monitored from three Information Sharing and Analysis Centers (ISAAC): one at the global headquarters in Raleigh, North Carolina, one in Singapore, and a third in Brno in the Czech Republic. Analysts watch the livestreams 24/7, alerting the appropriate regional security manager as needed.

Maintaining security compliance

To help the company proactively manage its large camera ecosystem, Red Hat uses AXIS Device Manager Extend software to keep every device up to date throughout its lifecycle. "AXIS Device Manager Extend makes it easy to maintain security compliance," asserts Whalley. "I can push out software updates to all my cameras at the push of a button. I can even schedule those updates by time zone so that they go out during off-hours instead of during business hours."

Prior to installing AXIS Device Manager Extend, Red Hat was updating cameras manually every quarter instead of when the patches were issued. And it took more than two weeks and five people to complete the task, leaving the cameras vulnerable to cybersecurity threats in the interim. "With AXIS Device Manager Extend, we push a button and it's done in less than five minutes. That one feature alone saves us about \$50,000 a year."

There were also problems with cameras rejecting software updates or crashing because the previous update hadn't been implemented. "We don't see those kinds of issues with AXIS Device Manager Extend," says Whalley.



"It used to take five people two and a half weeks to manually push new software updates to all our cameras. With AXIS Device Manager Extend, we push a button and it's done in less than five minutes. That one feature alone saves us about \$50,000 a year."

David Whalley, business analyst at Red Hat Inc.



Whalley also uses AXIS Device Manager Extend to track device warranties and user privileges, a practice that is also applicable for any large property portfolios. "I can see when warranties are about to expire and plan capital expenditure to replace cameras that are reaching their end of life," explains Whalley. "I can even see all the user accounts on each camera – the root usernames and root passwords – and go in and change them."

To maintain compliance, Red Hat employs AXIS Optimizer for its Milestone XProtect video management system. This suite of integrations allows users to log into the cameras from within Milestone and manage all the Axis camera passwords from there. "Because Milestone already has the camera passwords, we don't need to have additional passwords and user accounts inside the cameras," explains Whalley. "That reduces the risk of anyone accessing our cameras other than our specified technicians."

Protecting the property from intruders

Red Hat deploys Axis cameras at all access points to its buildings as well as its loading dock areas, and parking lots. Inside the properties, in addition to general employee safety and security, Axis cameras focus on the IT closets, keeping Red Hat's networking equipment safe and operational.

"A majority of our cameras are the AXIS P32 Dome Camera Series," says Whalley. "Unlike our legacy cameras, the images from the P32s don't degrade over time. They're always crisp. What's more, I can change the camera focus and field of view remotely instead of having to send a technician onsite to make adjustments."

Using analytics to optimize desk usage

Like many companies trying to leverage office space more efficiently, Red Hat finds itself needing to examine how to best utilize worker space.

Currently, Red Hat has more people working remotely than they have office space for. For instance, the Durham, North Carolina office only has 50 chairs but they could have a hundred employees assigned to that facility so they needed a solution that would provide data for better business decision making.

"We just started using AXIS Object Analytics in our Durham office to better manage our desk reservation system," explains Whalley. "We used to determine occupancy by how many employees badged into the building. But since they're not required to swipe their badge when they leave, the reservation system would list them as being there all day, even if they had left. The camera analytics give us a more accurate count of how many desks are being occupied throughout the day."

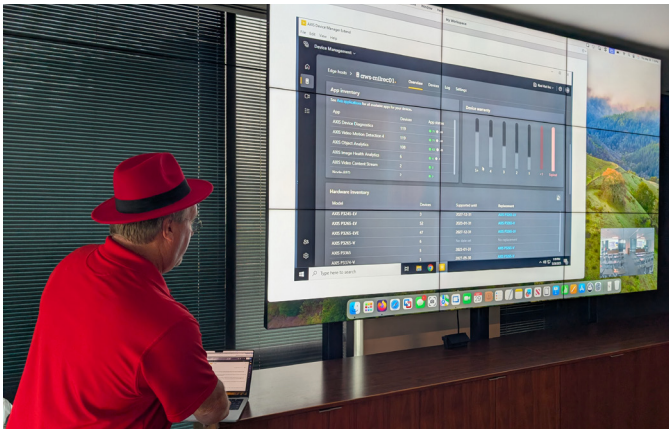


Leaving no video call unanswered

As an extra layer of security, Red Hat employs 2N intercoms at all their locations. "Every entry point has a 2N Verso video intercom," shares Whalley. "We put 2N Solo video intercoms in our emergency exit stairwells and mothering and relaxation rooms because they can be activated with a single push button."

Axis helped Red Hat configure a rollover system so that no video call ever goes unanswered. "If someone comes to the outer door and pushes the intercom button, the call goes to the local facility operations person, usually the security guard at the reception desk," explains Whalley.

However, if that facility operations person doesn't answer after three rings, the video call goes to the nearest Information Sharing and Analysis Center (ISAAC) where an operator answers the call using a 2N Indoor Touch answering unit. If no one picks up there, then the call rolls to the second and then the third GSOC. In this way, they can efficiently manage access control without staffing every door.



"It's something we're really proud," declares Whalley. "We want to make sure someone's always there to answer the phone."

When failure to comply is not an option

"Our customers depend on the security of our products," says Whalley. "They demand regular audit reports on the security of our equipment. AXIS Device Manager Extend reports give me all the details we need to prove our devices are up-to-date security-wise and comply with strict international security standards."

With AXIS Device Manager Extend, Whalley can show Red Hat customers the entire lifecycle of every camera, from the time it's installed through every software and cybersecurity update, license renewal, and eventual decommission and removal from the network.

"Basically, AXIS Device Manager Extend provides support for our business to do business," concludes Whalley.

WANT TO KNOW MORE?



AXIS Device Manager Extend

Scalable device management form anywhere.



AXIS P32 Dome Camera Series

All-around varifocal domes.



AXIS Q35 Dome Camera Series

Advanced domes with outstanding IR performance.



PTZ cameras

Pan, tilt, and zoom capabilities for wide-area coverage.



AXIS Object Analytics

Suite of AI-based analytics for actionable insights.



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About Axis Communications

Axis enables a smarter and safer world by improving security, safety, operational efficiency, and business intelligence. As a network technology company and industry leader, Axis offers video surveillance, access control, intercoms, and audio solutions. These are enhanced by intelligent analytics applications and supported by high-quality training.

Axis has around 5,000 dedicated employees in over 50 countries and collaborates with technology and system integration partners worldwide to deliver customer solutions. Axis was founded in 1984, and the headquarters are in Lund, Sweden.