

The background of the entire page is a photograph of a call center agent. A man with a beard and a blue button-down shirt is wearing a headset and smiling broadly at the camera. To his left and right, the faces of other agents are partially visible, also wearing headsets. The scene is set in a bright, modern office environment. Overlaid on the left side of the image are several decorative elements: thin blue lines forming circles and arcs, and solid blue circles of various sizes.

Telecommunications

Case Study

Telecommunications Case Study

CLIENT BACKGROUND

The Telecommunications Client offers fixed-line and mobile telephony, broadband services, pay television, and integrated information and communications technology (ICT). The client is also involved in various other activities, notably satellite communications, real estate, and professional training.



COMPANY SIZE

The Telecommunications Client employs over 13,000 people in its home country and over 20,000 people worldwide.



LOCATION

The Telecommunications Client has its current headquarters in a historic ancient capital city.

WHY CHOOSE PACOM?

PACOM is an innovator in the field of electronic security with a focus on exploiting the rise of IoT and smart technology. In a market dominated by in situ systems that use legacy technologies that are often incapable of integration, PACOM has identified a way to make use of smart devices and SaaS cloud technologies to bridge the integration gap.

PACOM's R&D team are pioneers in the area of IP security. They have developed a product portfolio utilizing the latest tools and technologies, all of which are modular, cost-effective, and provide easy integration.



SOLUTION

PACOM VIGIL CORE is an intelligent, centrally controlled network designed primarily for managing thousands of unmanned sites that make up a significant part of the asset base of any telecommunications company - typically from cell sites to street cabinets. Intelligent self-powered key/lock

Intelligent Self-Powered Key/Lock

PACOM VIGIL CORE utilizes tamper-monitored bolt-type door locks at each site, which require no external power source. The lock is activated by power from an intelligent, fully audited universal smart key. Keys must be programmed - typically using a wireless smartphone/laptop connection - to give the keyholder specific access rights to each lock within the system. The monitoring and management system maintains a complete audit trail - a recording of which users have accessed any lock and at which time. The system also houses the keyholder database and is used to configure and distribute access permissions. Keys and locks also retain a record of their previous 2,000 events. Consolidated cloud-based monitoring



Consolidated Cloud-based Monitoring

PACOM VIGIL CORE is a web-based application that resides in a central location or the cloud and provides the collection point for all events from the S1000 Controller. VIGIL CORE monitors security/access alarms, telemetry activity, and data gathering from the sensors connected to the S1000 located at each remote site and prioritizes events for multiple operator workstations.

CHALLENGES

- » Managing secure access to over 40,000 telecommunication cabinets
- » Monitoring and controlling user access to the telecommunication cabinet
- » Monitoring cabinet door openings
- » Temperature monitoring and threshold alarm generation
- » Managing PSTN and IP-connected devices
- » Low power consumption and high operating temperatures (up to 85°C or 185°F)
- » Integration with existing alarm and human resource management systems
- » Cloud-based and on-premise hosting solutions

SOLUTION SUMMARY

- » Smart lock and keys
- » Intelligent IoT devices
- » Ruggedized enclosure
- » Centrally managed alarms
- » Centrally managed access control platform





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