

Case Study: Telecom Provider & Tower Site Operators

BUSINESS IMPACT

- ✓ Real-time digital key management
- ✓ Eliminated key depots and "truck roll"
- ✓ Notifications of abnormal behavior
- ✓ Increased network reliability
- ✓ Audit compliance (ISO, Health & Safety)
- ✓ Mitigated theft, fraud, and vandalism
- ✓ Maintenance free in harsh environments
- ✓ No compromised keys or locks
- ✓ Support for billings reconciliation
- ✓ Lowered insurance rates

BY THE NUMBERS

- 100%** Audit Compliance
- ↓75%** Theft, Fraud, Vanadlism
- ↓40%** Operational Cost
- ↑35%** Field service capacity.
- ↑10%** Billing reconciliation savings

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SITUATION

Incomplete, inaccurate or non-existent tower site access control coupled with theft and vandalism to infrastructure assets is a billion-dollar problem. A Latin American-based Tier-1 Telecom Service Provider and a Global Tier-1 Tower Site Operator required a secure centralized solution to efficiently manage tower site access to their infrastructure assets for 18,000 locations. These sites are spread out over a wide geography across remote and urban locations and require access by a diverse base of employees, contractors, and vendors. The solution being used was a combination of shared-codes and universal keys.

CHALLENGE

Managing tower site access represented a tradeoff between security and operational efficiency. Security meant tight control of unique keys for each site, which is very inefficient. Even when processes were in place that tightly controlled unique keys, access logs were susceptible to manipulation and becoming unreliable. Although shared-code and universal-key solutions were more efficient, it quickly became difficult to know who had accessed their tower sites. Without tracking who accessed their tower sites service work was not audited and incidents of inside-job theft, fraud, and vandalism increased by 4 times.

SOLUTION

The Sera4 Teleporte solution provided the Telecom Service and Tower Site Providers centralized keyless access control and easily integrated with their existing cloud services and job ticketing system. Their Teleporte deployment allowed for secure access to 10,000+ tower sites by over 3,000 different people and made it easy to remotely verify if sites were locked and secured, retrieve access logs on-demand, and identify who opened each location. Teleporte ensured data integrity even when sites are outside of wireless coverage, enabled real-time digital key deployment, and mitigated theft, fraud, and vandalism.

