



# HYBRID SERVICE IMPLEMENTATION

Local Alarm Monitoring, Centralized Service Options

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Secure Global Solutions  
[www.secglobe.net](http://www.secglobe.net)

## Introduction

An alarm company located in the Bermuda islands required a monitoring solution that would provide local processing with backup services in the cloud. Challenges included communications to North America via undersea fiber optic, which can be prone to problems during storms and is too cost prohibitive and unreliable for dial up solutions. A solution was needed that could provide independence on the island, with failover support from a large wholesale central station.

## Problem Definition

Bermuda Security Group is one of the oldest and largest full service security providers in the Caribbean region with offices in both Bermuda and their Sister company in Cayman Islands, The Security Centre Limited . BSG reached a threshold of deciding on upgrading and enhancing the central station technology and emergency planning. After significant deliberation, BSG engaged a respected industry consultant, Giacalone Associates, LLC, to take the lead in creating a plan for this enhancement. BSG and their consultant Peter Giacalone of Giacalone Associates, LLC weighed the differences and possible options of investing in new and enhanced technology and what that delivers. A decision was reached to create an RFP and solicit the thoughts of third party monitoring professionals on their solutions for a strategic partnership that met the goals of BSG as outlined in the RFP. There were many considerations and unique requirements for this project that had to be solved before moving forward. Consideration included maintaining a fully operational central station on island, maintain local support, introducing true redundancy and maintaining a cost structure that is appealing for all involved.

Both of these islands are connected to North America via fiber optic undersea connections. These are not only prone to problems during storm conditions, but also are running voice calls with significant compression – so much compression that trying to run dial up alarm traffic off these islands is near impossible.

The second consideration was the cost of international calls both to and from the islands; BSG not only had alarm calls, but were also providing answering services as part of the offerings on the islands.



## Goals

The teams determined that the following needed to be incorporated into the final design:

In light of communication obstacles, BSG needed to be able to continue to offer staff and operations for the existing central station in the event of communications loss off the island.

Receivers needed to stay on the islands in order to be monitored locally, and also because the high compression ratios on voice calls off the island required local receivers.

The phone switch at BSG's main office also needed to be integrated into the phone switches at Rapid Response, so that calls both inbound and outbound and the many elevators being monitored with lease line ring down lines would continue to function as they have for many years before.

## Solution Details

Secure Global Solutions provides the stages™ monitoring software for Rapid Response Monitoring. A new product called nextStage™ is an all-in-one solution that enables a central station to process signals and store data locally, with failover support via cloud back to the host central station. By deploying two nextStage™ units in Bermuda, BSG now has local control of the central station, but can hand the reins to Rapid Response at any time if there is need for extra support due to outages, storm conditions, or overflow of signal traffic.

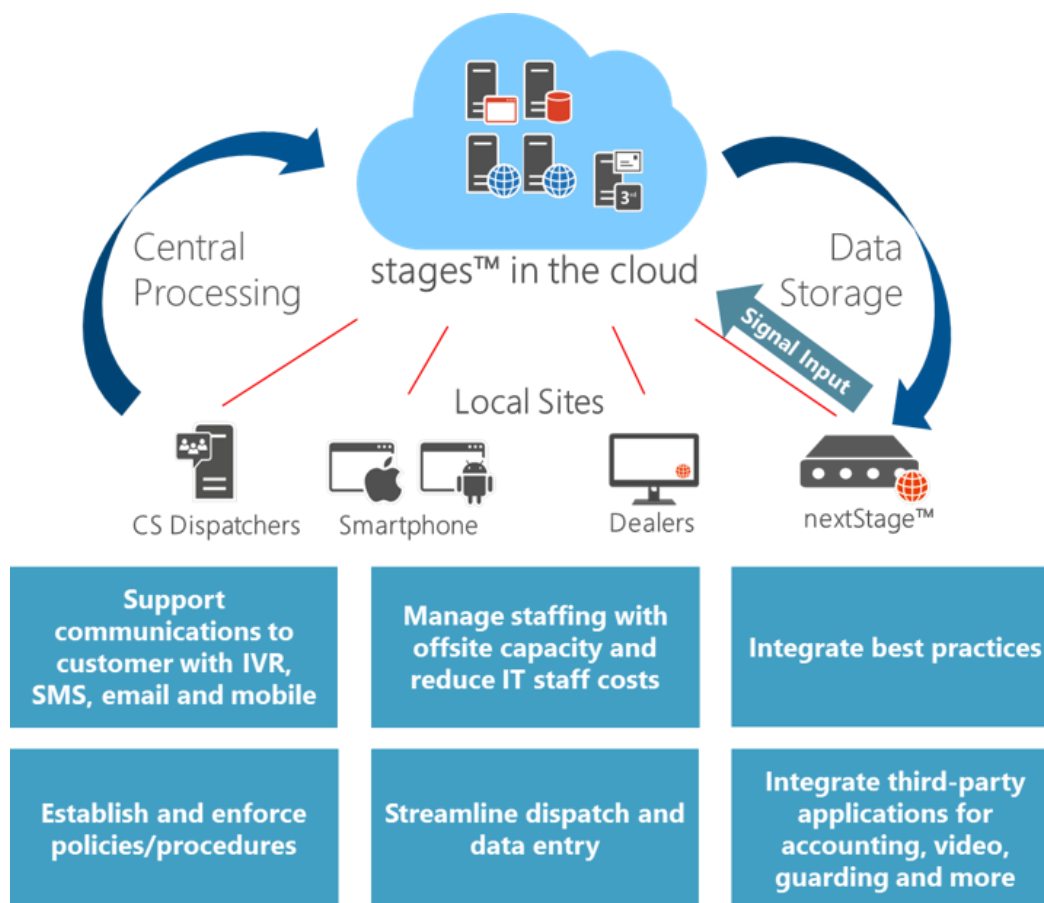
Two nextStage™ monitoring appliances from Secure Global Solutions were deployed. These appliances have all the database information and communications required in the event that BSG needs to monitor from their office for any reason.

The nextStage™ design is such that a complete monitoring database for BSG is running locally and is updated bidirectional in real time

A new site-to-site VPN was built from Rapid Response to the offices in Bermuda using a dedicated MPLS connection backed up with traditional MPSEC site to site VPN.



Rapid Response did a custom integration with their existing Avaya phone switch so that calls in and out of Bermuda are traversing the VPN using SIP, this allowed all the elevators and phone traffic to continue to operate as it did without the added international calling costs normally associated with overseas calls.



### Business Benefits

By finding a solution that does not rely on phone lines, BSG is increasing reliability and saving on international calling costs. They have increased their service offerings because they now have access to the full range of stages™ tools at Rapid Response such as SMS, voice calls, and emails. And importantly, there is no worry about internet outages because the system is fully redundant to the host central station via the cloud.



## Summary

Once the infrastructure was completed, Rapid Response sent out a second team to do the final connections and testing, and also to train the dozens of employees on all the new tools and applications.

The application has been running for over two years now, and it has not only served BSG with a whole new suite of new services and technology, but also has experienced a 100% uptime thus far.

## Recognition

nextStage™ received a Security Solutions Award from Security, Sales & Integration Magazine in December 2016

“Security Sales & Integration’s Security Solutions Awards put innovation, creativity and successful deployment in the spotlight as manufacturers and integrators meet access control, video surveillance, security monitoring & other application-specific needs.”



nextStage™ also received an ESX Innovation Award in the category of Enhanced Monitoring at the Electronic Security Expo 2016, which recognizes providers of new and exceptional products that deliver innovative ways for companies to operate more efficiently and profitably.

To learn more about stages™ automation software and the nextStage™ remote monitoring solution, contact Secure Global Solutions at [www.secglobe.net](http://www.secglobe.net)

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