

rackspace

CUSTOMER CASE STUDY: GUARDIAN ACTIVE SHOOTER DETECTION



SHOOTER
DETECTION
SYSTEMS



Rackspace, Inc. Company Profile

Locations: 47 worldwide
Employees: 7,300+
Headquarters: San Antonio, TX

As a trusted leader in Managed Services for public cloud infrastructure, Rackspace delivers unbiased guidance on best-fit cloud solutions to organizations around the globe. With a 24/7 global workforce dedicated to "Fanatical Customer Support", Rackspace measures their success by surveying 1,000 of their 300,000+ customers daily and creating a workplace culture that has helped rate the company as one of the best places to work. Rackspace employees are dubbed "Rackers" who "work hard, play hard and are always ready, always accountable, always helpful."

* Blog.Rackspace.com

Security Challenges

Feeling comfortable and safe at work is a big part of keeping employees happy and focused on the company mission. The Security Operations Center (SOC) in San Antonio is charged with overseeing the security of 47 global locations, tracking the health and safety of over 150 traveling employees daily, and monitoring potentially dangerous situations locally and globally that could impact employee safety. The security team needed a system that could help them track threats, quickly communicate with a few or a few thousand "Rackers" at once, and provide guidance based on the situation and their location.

Rackspace converted 2 million square feet of space from a former mall into the company's San Antonio headquarters. With a total of 11 entry points, maintaining a safe environment for over 3,000 employees presented a challenge when looking at the potential of managing an active shooter situation. The Security Operations team needed an active shooter response plan that would instantly detect an event and quickly get word out to their employees to guide them to safety. With a dedicated customer support team operating 24/7, they also needed a reliable access control and video management system that could integrate these systems and monitor activity in both locations from the San Antonio SOC.



"Adding gunshot detection sensors to automate critical messaging and other security actions is a game changer for active shooter response."

*Mark Terry, Director of
Global Enterprise Security,
Rackspace*

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INTEGRATED TECHNOLOGIES FOR ACTIVE SHOOTER AWARENESS AND RESPONSE

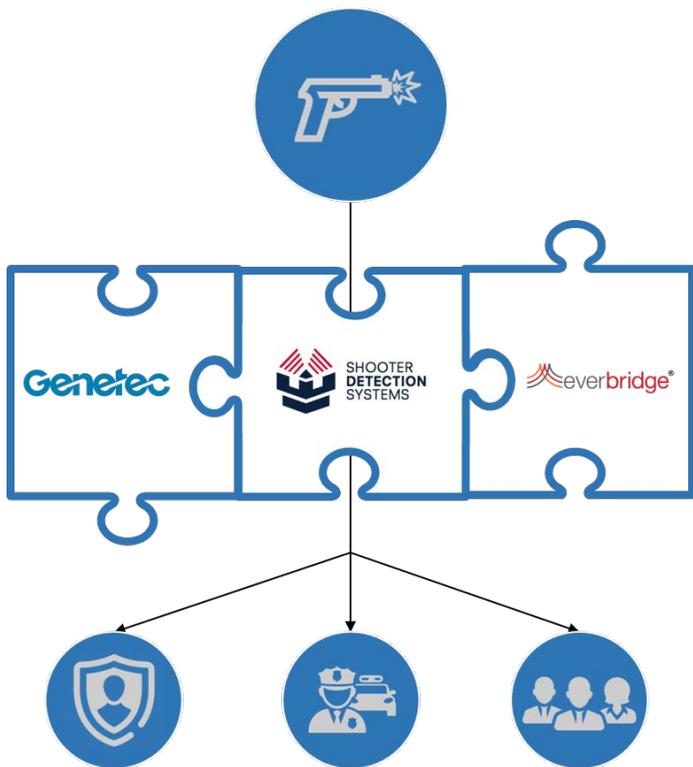


THE RACKSPACE SOLUTION

Rackspace implemented **International SOS** to monitor potentially harmful situations both locally and globally, and **Everbridge Safety Connection** to notify those who may be impacted with pre-loaded emergency mass notification messages sent to employees tied to affected locations worldwide.

The customer chose the locations housing their largest number of employees - San Antonio and Austin - to install the **Guardian Indoor Active Shooter Detection System** to instantly detect incidents of gunfire in either facility. With the Guardian/Everbridge integrated solution, employees tied to an incident location are automatically notified with shooter location information and emergency instructions specific to active shooter response. Employees simultaneously receive alerts in five ways - text messages, emails, phone calls, and desktop takeover alerts - in order to reach them wherever they may be in the building. In addition to notifying employees, shooter detection alerts are also being sent directly to local law enforcement.

As a final piece of the puzzle, they implemented **Genetec Security Center**, which integrated gunshot detection alerts into automated actions including shot location on a floor plan map and live camera views instantly directed to the incident area, saving the SOC the time it would normally take to search camera feeds. The SOC in San Antonio can now gain situational awareness of incidents unfolding at either location in real-time, while employees are receiving automated emergency notifications and police are being notified.



This integrated solution ties together key systems into one common operating picture for all types of emergencies, with the added layer of automating situational awareness during a shooting event when seconds matter most.



The Guardian, Everbridge, and Genetec solutions are individually **SAFETY Act Certified** by the Department of Homeland Security, adding additional confidence in the performance and operability of the overall system.

"Knowing we can trust these systems to operate as a unified solution was the critical piece for us," said Mark Terry, Director of Global Enterprise Security for Rackspace. "This brings me peace of mind that we've done everything we can to protect our people."

For more information about how you can integrate gunshot detection into your active shooter response plans, contact a gunshot detection specialist today by calling 1-844-SHOT911 or emailing Sales@ShooterDetectionSystems.com.

