# It's not just security—it's what you do with it.

In tech circles, the concept of the Internet of Things (IoT) isn't new. As an integrator you've likely experienced the challenges of integrating security technology into a network that supports systems ranging from HVAC, to medical monitoring, audio/visual systems and company- or building-wide Internet access.

But IT professionals aside, your customers may be just getting their first inkling that security is a part of this larger universe of integrated systems that can dramatically impact their building—and business—security.

Chris Hugman, Vice President - Service Innovation at Knight Security Systems, says that it's up to the client to understand what's important to their organization. "We can advise them on ideas, but only they know the critical risk factors that affect their operations. So we work hard to help our clients understand how technology is applied."

What can be challenging to convey to your customers is that successful security is no one single thing; instead it's a combination of physical and technological measures that work together. And more than ever before, these security solutions must integrate with an IT infrastructure that also supports the Internet of Things (IoT).

"This is why IT guys are so cautious about what goes into their system," says Hugman. "Today there are so many non-computer devices attached to networks, and things like electronic locks and surveillance cameras are among them."

While it may fall to your customer to understand what impacts their operations, it may fall to you to prevent the worst from happening. And this continually evolving network and security landscape demands that integrators expand services and skill sets to help customers implement and maintain a full spectrum of security technologies and methodologies, including planning beyond their businesses needs.

Addressing security needs before, during and after a breach means implementing a system that enables:

- Prevention
- Detection
- Investigation
- Compliance

**Prevention**

Ideally, you could prevent all breaches—both physical and virtual—with a robust access control system across the enterprise. But first, you may need to help your customer figure out exactly *what* it is they're trying to prevent. It can take a little prodding to dig beyond the surface. This means challenging customers to think about issues such as:

- What is the scope to which we need to limit access to the grounds, including areas like parking lots/garages, outbuildings, etc.?

- In what ways should we limit access to the network, both within and outside our company?

- How can we ensure that all users support the system by consistently and correctly using their access credentials and following defined protocols?

At Knight Security Systems, the goal is to create discussion about the concepts around physical security so that clients have a better understanding of what they are buying.

"Our clients will have an idea about what they want to achieve from a business risk and response standpoint," says Hugman. "We focus on helping our clients understand how they can apply technology to achieve their objectives.

While you're answering these questions, your client's IT group is asking their own questions about their network and for good reason—many of the systems that make up the IoT may be installed by specialty contractors who aren't focused on the overall network security picture. And every electronic lock, exit device, camera or other security device you install on the network is just one more piece of the IoT, making it more critical than ever to build a strong foundation of partnership with IT.

## Detection

Even the most carefully designed system is not immune to attempts at unauthorized entry. And as Hugman points out, "In security, there are no second chances."

Detection, then, is a critical counterpart to prevention, alerting system users of a security breach and initiating the necessary responses. However, detection isn't always about catching someone in the act of entering a building or room without authorization. Clients need to know about an interruption somewhere in the network, such as a camera offline or a failing hard drive that can compromise their protection against more serious threats.

"We proactively monitor the health of our customers' systems," says Hugman. "We can see when a camera goes down and alert them long before they may become aware of the issue. This means they can find out more quickly if there is a problem and we can take action to correct the issue and eliminate unnecessary exposure."

## Investigation

In some industries, such as retail, security breaches and thefts can be just as likely to come from inside the organization as outside. Integrators can facilitate a successful investigation not only by tracking events through the security system's audit capabilities and remote monitoring, but also by working quickly to reprogram locks, remotely lock or unlock doors, and recommending necessary adjustments to the system based on the incident.

## Compliance

In industries like healthcare and government, security isn't just a matter of safety and security; it's also a critical component of maintaining and protecting confidential information. This means your customers are equally as concerned with meeting compliance demands as they are with optimizing security.

"Our challenge is helping clients understand growing compliance issues, and then figure out how to apply technology to solve real-world problems," says Hugman. "We're always looking at technologies we can use to address new issues."

The real job begins after installation. According to Hugman, the most important part of communicating with clients about their needs is to create a dialogue based on the unique requirements of their business and industry.

"We don't promote our business based on fear. We focus on questions we can ask and information we can gather to help our clients figure out what's most important and what they're really trying to achieve," says Hugman. "Because in the integration business, the job isn't done when you put in the system—it's just beginning."

If you want an Allegion integrator sales rep to assist your client, contact us today online or by calling 888-758-9823.

## About Allegion

Allegion (NYSE: ALLE) creates peace of mind by pioneering safety and security. As a $2 billion provider of security solutions for homes and businesses, Allegion employs more than 8,000 people and sells products in more than 120 countries across the world. Allegion comprises more than 25 global brands, including strategic brands CISA®, Interflex®, LCN®, Schlage® and Von Duprin®. For more, visit **www.allegion.com.**

aptiQ ■ LCN ■ SCHLAGE ■ STEELCRAFT ■ VON DUPRIN

© 2016 Allegion
111135  Rev. 03/2016
**allegion.com/us**