



# Cisco Never Lets its Guards Down

All Cisco infrastructure secures business growth for Mercury Security Management

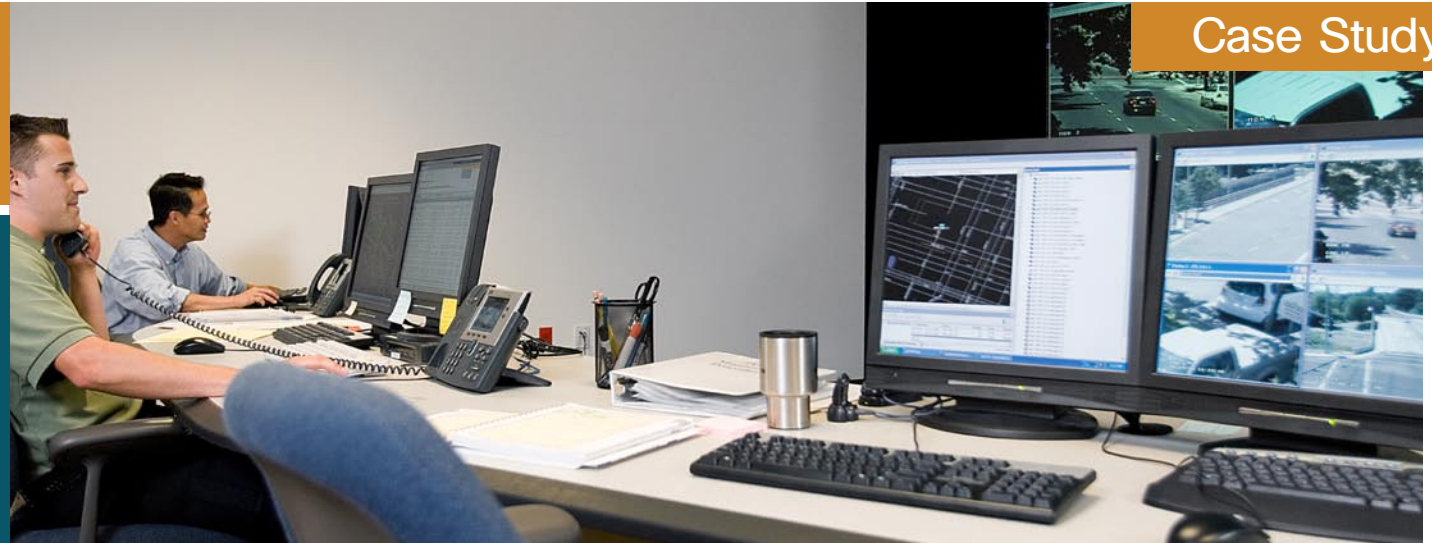
CUSTOMER NAME: **Mercury Security Management**  
INDUSTRY: **Private security**  
LOCATION: **Northern Ireland and Republic**  
COMPANY SIZE: **200+ employees**

## Case Study

### BUSINESS IMPACT

Benefits delivered by the Cisco Solution include:

- **Single infrastructure reduced operational cost by 25 percent**
- **Application integration and deployment accelerated by over 45 percent**
- **Monitoring service remotely activated with no need for on-site visit or survey**



### BUSINESS CHALLENGE

When Frank Cullen started Mercury Security Management back in 2001, he'd expected the bulk of the work to be on-site, manned guard activities. But, while security officers and patrols remain an important part of the business, the past five years have seen a sharp rise in the critical role of security technology.

Excellent solutions from CCTV to fire, water and temperature remote monitoring and response activation, technology has proved to be an economical and reliable way to provide effective security to the Public & Private sector throughout NI, ROI and the UK.

Over the years, as the technology side of the business expanded, Mercury found itself with a vast mix of different products and applications running on different platforms from different providers. The resulting mixed bag of systems was undermining efficiency and hampering the firm's ability to grow in the world of technology.

There was a clear need for a single, integrated network that would support operations across the enterprise and be scalable enough to handle future growth. Consolidating around a single infrastructure would also significantly reduce operational and support costs.

### SOLUTION AND RESULTS

Mercury Security Management adopted an all-Cisco solution incorporating Cisco Core Infrastructure for routing and switching, Borderless Networks wireless LAN infrastructure for data, voice and video, Unified Communications with call recording and Unified Computing System servers.

#### Some of the major features:

- Cisco virtual environment integrates with any make or model of on-site monitoring equipment delivering media over IP. Simply by asking a new client for their IP address, Mercury can have monitoring services up and running with absolutely no need to survey the site or even visit the premises – saving in excess of £45k per year in some client locations.
- Remote functionality of Cisco virtual environment has enabled the company to expand its monitoring business into Europe and Australia with no need to maintain local offices or staff – opening up an estimated £7 million plus in new revenue streams.
- All video streams, response actions and telephone conversations are securely recorded and easily accessed if required as evidence by police and the courts.

- Security Officers and patrol officers gain an extra level of personal safety as Cisco network interacts with the MAMBO2 Lone Worker and personal tracker. In case of personal attack, a panic button signals the officer's exact location to the Mercury Security Management monitoring station and activates audio transmission and recording. Police can be alerted in time to secure the situation. Later, audio recording provides valuable evidence in prosecution.
- Future plans are in place to expand the business by providing safety monitoring solutions to police and emergency services. Current feedback from law enforcement officials suggests that the Cisco-based Mercury Security system is an effective proof-of-concept for an emergency services offering.

Mercury Security Management's network infrastructure and applications were implemented by Leaf Consultancy, a Cisco Select Certified Partner and provider of complete IT solutions for small to medium enterprises in the UK and Ireland.

For more details please visit [www.cisco.com/uk/smb](http://www.cisco.com/uk/smb)