

SPOTLIGHT on SUCCESS

A BURGMAN SECURITY/MORSE WATCHMANS CASE STUDY



Airport Retailers Association

COMPANY PROFILE

Airport Retailers Association is an organization responsible for a part of the support services of many stores and sales outlets at the Schiphol Airport in Amsterdam. This includes security, maintenance and support of collective affairs like the distribution of clothing and bags. The approximately 120 associated employers are located both at the so-called airside (See Buy Fly) and the landside (Schiphol Plaza) of Schiphol Airport.

THE AIM OF THE TECHNOLOGY

Because of the character of the facilities and the location of the stores and sales outlets, it is necessary that the provision of keys is done in a good, reliable and safe way. It is also important that the current access procedures are supplied by computerized key management.

THE CHALLENGE

Airport Retailers Association wishes to distribute all issued keys for about 1.800 users from one point. This was initially coordinated by a department at Schiphol Airport, but it appeared to be inefficient due to the 24/7 staffing and the administrative work relating to the registration. The organization then started looking for an alternative for the distribution of keys with registration. The key management system KeyWatcher® met the set criteria and wishes.



AIRPORT RETAILERS ASSOCIATION



"Since the installation of the Keywatcher® systems of Morse Watchmans no keys are missing. The effectiveness of the systems contributes to a higher level of security so we intend to increase the number of KeyWatcher® systems in the long term."

*Facility Manager Alex C. van den Hoek
Airport Retailers Association*

MORSE WATCHMAN SOLUTION

Because allocated keys are only released to users with the appropriate authorization, the KeyWatcher® helps to pursue a certain policy and to ensure that procedures are followed. On a minimum-sized wall surface the biotechnologically executed system eliminates old-fashioned key cabinets, unreliable handmade journals and sloppy ID tags. It files the history of each key including the user, date and time of distribution and return of the key. The solidly executed stainless steel cabinet has been designed to prevent abuse and it is manipulation-proof.

By using the KeyPro™ Performance Software you can manage, if you are authorized, one or more KeyWatcher® systems through the network of any work station within your organization. You are able to change the data in your database, retrieve reports, release keys, cancel alarms etc. This way, the opportunity is created to manage and check access to buildings and rooms, subject to time and place, 24/7.

IMPLEMENTATION

After opting for the KeyWatcher® key management system, executed with a card reader, the Airport Retailers Association decided to install the system at various locations within the airport. The Key Watcher manages the access to the keys and the keys are tracked when they are in use including the times and user names. The personnel are authorized different levels of access to the smart keys with keys. This way, efficient control is managed and carelessness or inadvertences will be prevented. By means of the KeyPro™ Performance Software the KeyWatcher® systems are centrally managed at a distance and the transactions and reports are filed.

THE RESULT

Thanks to the use of the KeyWatcher® key management system of Morse Watchmans and the KeyPro™ Performance Software, the Airport Retailers Association has been able to create a stricter key policy and to tighten the procedures concerning management and reporting. The combination with the card reader (this prevents manipulation when taking out the smart keys) and the possibility of time-saving have also been of importance in successfully deploying the system.



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