Shell
enjoys global access

Case Summary

Location: Global
System: Software House
C•CURE 800

Shell has 65,000 properties around the world, ranging from offices and refineries, to gas and petrol stations. The associated risks vary greatly. Like many companies, Shell is concerned not only with securing these facilities, but also with maximizing every technology investment, including using access control systems for real estate management and other business purposes.

Having so many locations made it a challenge for Shell to find consistency in its technologies and processes. The introduction of a global IT infrastructure led to the company using C•CURE 800, a security management system from Software House, a Tyco brand.

Global application

Consultants were contracted to advise on selecting an application that would answer the firm's business needs. For nine years, Shell used a combination of security systems across the UK and the United States, including Software House's C•CURE system and others. The company and its consultants saw the possibilities for making access control uniform. One reason this system was selected was the company's ability to provide global support, as part of Tyco Integrated Fire & Security. A few sites in particular, including Sakhalin Island off Japan and various ones in Nigeria, proved to be very demanding environments that needed a worldwide partner to help with the security. Software House provided the answer.

Enhanced processes

Bob Martin is consultant – Integrated Security Systems, Shell Real Estate Services a division of Shell International. He said: "We have excellent support from Software House in the US and are able to ensure that version changes, for example, are fully tested within Shell's locked down environment. We are able to implement C•CURE 800 globally and see the many benefits of its flexibility to enhance business processes.

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It helps Shell move beyond the typical security focus and use the application for multiple business purposes." Software House was able to offer system flexibility.

Data can moven across regions, establishing global processes while providing flexibility for individual locations. Many divisions within Shell explored and ultimately approved the C•CURE solution as a global standard. Divisions such as Shell Real Estate Services and Global Security explored the possibilities while the Applications Governance Team and the Contract Procurement Board were brought in to approve the solution.

Once the appropriate teams and boards within Shell had approved the product, the company decided on a rolling upgrade for its systems. While Shell does not require locations to change their systems at once, each location is expected to move to the product when existing systems approach renewal or major updates.

Existing IT

By using the existing IT infrastructure within Shell, the company makes savings. Where prior applications used multiple servers, only one server is used to provide an entire geographic region with access. At the same time, each site is able to maintain its own control over site security through the use of the segregated

database that complies with Shell's global naming conventions. The application is managed centrally while the security is controlled by the individual site. On each site, security itself is connected through this access control system and all systems are managed more simply.

Key features such as integrated CCTV and advanced reporting allow multiple security solutions to be connected and managed. For example, Shell uses the reporting feature to manage its contract staff.

More effective management

With the involvement of other divisions such as its real estate arm, Shell was able to manage company sites more effectively. For example, by tracking the total number of occupants in an office against the total number of potential occupants, C•CURE provided statistics that showed that two Shell buildings were each only 54 per cent occupied at any one time. This data, coupled with office design and utilisation of available technology, enabled all staff to be moved to one location – optimising space. The company was able to sell the redundant office at a profit. Staff now use a single multi-functional card that allows users to move among various sites. Cardholders can also log onto their computer systems, use vending facilities at certain sites and more, with a single card.

More than security

Bob Martin said: "With a little out of the box thinking, this security system can be used for much more than security. The Security Management System is Shell's only system that has everyone on it, whether they're staff, contract, visitors or belong to some other group within the organisation.

Because of its allinclusiveness, the Security Management System is typically the first place to look for a solution when there is a business challenge." The company plans to evaluate the suitability of other applications for use as a global standard. Applications such as CCTV, fire and intruder alarms will all be evaluated in the same manner as the access control system and a global standard approved.

For further information please contact: ce.communications@tycoint.com or visit our website: www.tyco.eu

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