

## CASE STUDY: COUNTY COURTHOUSE AND SHERIFF'S OFFICE

# County Courthouse and Sheriff's Office Gets Major Security Upgrade with AMAG's Symmetry System

## THE CHALLENGE

A county courthouse in Texas faced significant challenges when it came to its access control and video systems. With five different access control systems in a single building, any changes to staffing or access rights had become a major ordeal.

Expansion was a nightmare, and software upgrades were expensive. Stand-alone locks were added in certain areas. This meant that to add an access code, someone had to take a laptop and reprogram every lock — every single time. In addition to the access control conundrum, the cameras at the facility were older, and didn't give them the coverage they felt was necessary.

SYMMETRY COMPLETEVIEW IS A VIDEO MANAGEMENT SYSTEM THAT WORKS SEAMLESSLY WITH AMAG'S SYMMETRY ACCESS CONTROL SOFTWARE TO PROVIDE A SIMPLIFIED BUT EFFECTIVE INTEGRATED SOLUTION.





## THE SOLUTION

### AMAG TECHNOLOGY'S SYMMETRY COMPLETEVIEW VIDEO MANAGEMENT SYSTEM

The County sought a better solution, putting out a request for proposal to solve these issues and more. The integrator suggested AMAG Technology's Symmetry CompleteView video management solution. Symmetry CompleteView is a video management system that works seamlessly with AMAG's Symmetry access control software to provide a simplified but effective integrated solution.

The County agreed, choosing the integrator's proposal over the others submitted, both for the technology and for the relationship. The County researched AMAG and Symmetry and liked what they found. The hardware was straightforward and easy to maintain, not cumbersome like what they were removing. It was user friendly and functional.

With the integrator and technology chosen, the plan was to start with the five-story courthouse and sheriff's office/jail. Those buildings — one was built in the early 1900s and the others in the 1980s — were the facilities most in need of immediate upgrades.



## THE RESULTS

### FROM 5 TO 1

Whereas the courthouse started with five separate access control systems, now it has just one — Symmetry. The installation was quite involved but once operational, very simplistic. They can expand when needed.

One important requirement for the county was an egress monitoring system. The courthouse wanted to require badge holders to read both in and out for high security.

If they had an emergency, such as an evacuation, a shooter or a bomb scare, they would need to get an accurate count of employees who had left the building and those that were still inside. They included this requirement in the bid process and their integrator was the only one who offered TagMaster with RFID cards.

The long-range RFID system is not used for access control. The readers are located on exit doors and send an activity report to the Symmetry system, which logs it. This allows authorized personnel to pull it up at any time to see who has passed that reader.

Symmetry ties it together, controls it and makes it work. The RFID card or token can be located anywhere on the person to be read.

There are now 43 doors controlled by electronic access control at the courthouse (two of which have the read-in/read-out RFID configuration) and more than 20 at the sheriff's/jail, with 1,282 total cardholders and growing. Cards are issued at the courthouse where people are given access at the appropriate times. At the sheriff's office employees are given access rights by the sheriff department, not by HR (which handles it at the courthouse).





## THE RESULTS CONTINUED

### MONITORING VIDEO AND MORE

The Symmetry access control system integrates with the Symmetry CompleteView video system, which added 150 cameras between two locations.

There are two public entries to the main lobby with a video viewing station at both client stations. Deputies can pull up any camera on a single screen or multiple cameras simultaneously on two screens. There is a third screen for access control where they can monitor door activity or system activity at the courthouse. The system allows them to override a door if necessary or lock a door.

They watch the cameras in "live-view" at all times, and installed switchgear and cabling. They also have more than 40 duress buttons that will pop up on the screen whenever there is an alarm.

These panic buttons are located in courtrooms, as well as judges' chambers and areas where money is handled.

If someone feels uncomfortable for whatever reason they are able to press a button, which is sensed by the Symmetry system. The two monitors in the lobby have floor plans on the screen and the icons flash red. They've also added an annunciator to get attention, too, if something is happening.

The county was extremely pleased with the new system, and plan to expand city-wide to include maintenance halls, an airport and an annex building. The goal is to get the county all on one system. That will provide better control, simplicity and will lessen the burden on the security department.

