SEi Delivers Seamless Solutions for Fortune 500®, Veritiv Corporation

Case Study No. 23

Mark Hillenburg, Vice President of Industry Relations at DMP, sat down and had a conversation with two businesses: SEi Security and Veritiv Corporation. **Richard Okun** is in Major Accounts at SEi Security and **Jason Cloudt** is the Vice President of Sales at SEi. In addition to Veritiv Corporation, SEi has several national accounts around the country. **Rusty Wallace** is the Director, Corporate Security, at Veritiv Corporation, a Fortune 500 company, headquartered in Atlanta. Veritiv delivers packaging solutions, from design to delivery.

Q: How long has Veritiv been working with SEi?

RUSTY: We have been working with SEi for approximately five years.

Q: How did your businesses connect with each other?

JASON: Veritiv had several locations they wanted to centralize with a single solution, and we were able to do that. They polled their sites and out of 30 sites, only one said, "We love our existing provider." That was the Edwardsville, Kansas facility, and that's why Veritiv invited us to participate in the nationwide RFP. We responded along with other nationwide providers, and we won the business.

RICHARD: To make a long story short, the system that the users liked in Edwardsville, Kansas, was an XR500 running Entré software that we had installed a few years earlier. That system is similar to the design we now install in all their locations.

Q: What was Veritiv looking for with a new security solution?

RUSTY: We are committed to providing all Veritiv team members with a safe and secure workplace. We wanted to consolidate our security solutions so that we can leverage best practices across the country. During the RFP process, I like to ask a lot of questions because I like to understand everything. I wanted to know about the teams who provide the services we use and the various applications.

Q: What does SEi currently do for you? Intrusion, access, video? Other things? What's the full solution?

RUSTY: All that you mentioned, but the key component is the monitoring piece. They monitor all our systems. They design it, they install it and then they service it—from concept to function—making sure it stays working. A one-stop shop.

Q: How many locations does Veritiv have?

RUSTY: We have about 95 distribution centers and a few standalone offices. We have approximately 5,000 employees, just to give you an idea of size of the company. We have a lot of warehouses, big open spaces, dock doors and truck areas. The distribution centers range in size. We have some small ones and some large ones.

> **SEi provides full security services to Veritiv from concept to function for 95 distribution centers and approximately 5,000 employees"**
>
> — Rusty Wallace, Veritiv

Q: If you're doing intrusion, access, video and SEi is monitoring it for you, how are those systems integrated together?

RUSTY: I know that the applications function seamlessly together. I can go to VK (Virtual Keypad) and see what I need to see. It integrates well with the OpenEye platform we use to monitor and view our cameras.

Q: So, Richard, you're using Virtual Keypad with OpenEye integration?

RICHARD: Correct. Veritiv has standardized with XR550s company-wide, utilizing DMP access control using Virtual Keypad. Every applicable Veritiv team member understands they can bring up the cameras for basic live functionality and playback through the single interface.

Q: Of those 95-plus systems, who manages the users—adding, deleting, changing users—for all that?

RUSTY: We do that locally by Operations Managers, Transportation Managers, and sometimes Human Resources. As part of the install, SEi does training for our team members—not just to view the cameras—but how to add the cards and users. I have full access to oversee everything, which is nice. From one location, I can look at any of our sites. I love that full, integrated approach.

Q: How has your experience been with that? How did that work before in your prior experience? Did you have that type of system and how was it managed?

RUSTY: Our system works very well. My previous experience at other companies was with multiple systems that were completely independent of one another. That required multiple logins with no integration, adding time and effort to investigations. It has always been a goal to have one system with everything. The beauty of SEi is they are so hands-on if there are any issues.

Q: What has been your biggest challenge, either with the system or just with something that you've tried to overcome that SEi has helped you with?

RUSTY: We haven't had many challenges. There are always things that pop up, but I rely heavily on SEi to work through challenges. We have a great relationship. There aren't many pain points for me at any level. I've been very satisfied.

RICHARD: One thing I think has added a lot of value is the way Veritiv is set up in the security. The intrusion and access and the video are completely segmented from the Veritiv corporate network. A part of the Veritiv standard is to implement dedicated internet circuits specifically for the security. We didn't want it to hold up our deployment of these applications. So, one of the nice things we have enjoyed, is to be able to put the DMP systems online and get it functioning on the cell card until the internet connection is established (on new construction buildings). That's been a huge help and a huge benefit—getting these rolled out immediately.

RUSTY: You're exactly right. When we build a new building, the pain point was not with DMP or SEi, our pain point was with getting those internet connections installed. Now we've got a better handle on that and we're managing through it. SEi and DMP created a way to make it immediately functional.

Q: What has been your biggest surprise that solved an issue you weren't even thinking about until it happened?

> " With more than 14 million square feet of space, the security of our 5,000 team members is our top priority. These systems are critical to our safety commitment."
>
> — Rusty Wallace, Veritiv

RUSTY: I have not had issues that we have had to overcome. The true benefit of these critical systems is that they do exactly what they are supposed to do. We are a business-to-business company, but we have a responsibility to keep our people safe and our products secure. The systems we use based on DMP just work.

RICHARD: We do site surveys, and when we tell the local management the features and benefits, the one functionality that always gets a nod is the graphic screen touchpad and built-in card reader—nobody needs to remember a code. Almost every single time, everyone is like, "Oh, wow!" because that's always a pain point setting off the alarm because someone doesn't remember their code.

RUSTY: That's one of those things you don't think about, but it makes day-to-day operations much easier for people. They can just scan their fob or their card and go.

JASON: Efficiencies are another thing. Rusty doesn't have to run the reports, they are automatic. With Veritiv we're using the Virtual Keypad, they're running their own reports to see who was in and who set an alarm.

Q: Let's talk about the installations. What's a typical number of doors and intrusion points?

RICHARD: They range from a 75,000 square-foot warehouse to a 550,000 square-foot office warehouse application. Card-readers range from four to 18 readers. They are goodsized applications.

RUSTY: We have 95 locations with 14 million square feet of space. Some facilities are large, like the one Richard was talking about, and some are much smaller. This solution is easy to scale so it works no matter what size our application.

Q: Generally speaking, how has this solution worked within the budget?

RUSTY: It's value-oriented, and by that, I mean we purchased one system that provides what we need. We aren't paying for things we don't need.

Q: Do you have any recommendations or words of wisdom for people who have your type of responsibility?

RUSTY: I tell my peers across the industry this is something they should look into. At the end of the day, it works, and it does exactly what it's supposed to do. I suggest to anyone if they haven't looked at this—SEi services using DMP products— it would be worth their time to do so.

JASON: One thing I would add specifically (about DMP) from our standpoint, is the fact that Veritiv is geographically disbursed, and we can use our managed services team to support them. Having the internet connection with the ability to remote manage, whether that's through Dealer Admin or Virtual Keypad, we were able to support the products remotely which helps us support the customer without having to deploy staff to site. When Rusty has a new employee, we can remotely train them and they're off and running.