

Case Study

The Spartan Security Project



 Security

by

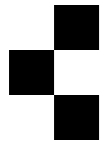


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“ signaling a new era
in the electronic security industry





Starting up

During that time, the development and commercialization of applications customized to the operational needs of any company, were practically non-existent or in very early stages.

As Spartan Security was dedicated to providing quality service of the highest standard to its connected subscribers, it was obligated to turn to ready-made applications from the US market.

This was the only option at the time as, especially there, the use of programmes accommodating the needs of signal receiving centres had already begun and was rapidly evolving.

Initially and while Spartan Security's customer base and the needs of this customer base were both limited, this application served its purpose and the staff · up to a certain point.

Spartan Security



Spartan Security began its operations in 1989 as an independent, 24hour alarm signal receiving and management centre in Athens Greece.



The issue

“merging information technology with telecommunications”

However, in 2-3 years time it became evident that in order for Spartan Security to develop and expand it needed more tools at its disposal and the urge for creating a privately-owned information system arose.

This effort proved to be very difficult in the beginning of the 90's, as the undisputed fact emerged that Greek programmers of the time had neither the proper education nor experience to understand, apply and more importantly to securely implement the extremely difficult task of merging information technology with telecommunications. Furthermore, telecommunication systems in Greece were not as developed as in the USA and Western Europe and did not meet the expectations of the Spartan Security team to carry out the merging of these two technological systems and aid them in their work.

Under these completely discouraging conditions, Spartan Security had no choice but to wait for both the development of Greek telecommunications and in finding suitable and experienced, skilled and trained, motivated persons in which to place the difficult task of modernizing its services. *estruptur aut el expel iumenimus incidescit.*

In their quest to find new, domestic collaborators and therefore, a more flexible and scalable solution, Spartan Security came to the conclusion that the most integrated proposal at that given time, was collaborating with a team of young programmers. With knowledge of operating telecommunication systems and signal receiving equipment, they were willing to undertake this difficult task with sustained, even 24hour if deemed necessary, presence. The operating system that resulted from this ambitious team was based on Unix.

Spartan Security entrusted their vision to these innovative, bold, energetic, tireless and ambitious young people for more than ten years.

The Quest

In mid 1990, Spartan Security started systematic efforts in search of a more radical, and above all, permanent solution. Despite all the countless upgrades to the existing imported system that required extraordinary effort to function by that time, the application was limited to: receiving alarm signals, recording of operator actions and a short history record per subscriber code.

The application did not include any other tools for the development, the organizing and most of all the credibility of the business.





Why not back then...

Despite all the limitations that this operating system presented during that time in many new applications, Spartan Security was the only Greek 24-hour signal receiving center that had a standalone, privately owned information system.

What is even more interesting is the fact that compared to other signal receiving centres, system utilization was particularly increased. Spartan Security however never made the Unix application available outside the company because it detected some fail-

ures, imperfections and mainly a lack of dynamics that were a cause of concern, not only for making it available to the market, but also in its capability to evolve.

The Windows operating system was introduced at that time and had conquered the world with its strength, flexibility and scalability. It was also the most commercial operating system with the most devoted fans worldwide.

Spartan Determination

The Spartan Security team has always stood out for its determination, its flexibility concerning existing acquisitions, and most of all for its assimilation of new technologies, innovations and ideas, and sparing no expense in the process. For Spartan Security, investing in new technological equipment and technology services is the best investment a business providing high-tech services can make to ensure its future, development and progress.

Under this belief system and with uncompromising professionalism, Spartan Security came into contact with many teams of young scientists, mostly trained abroad since the educational infrastructure in Greek universities and the later practical training in Greek companies, did not give young people the highly specialized skills the company needed..



Determination /dɪ,tə:mɪ'neɪʃ(ə)n/



a: a fixed purpose, the power and will to persist, resolve, to have the drive, to have the grit, to go the distance, to be hell-bent on reaching a goal and getting it done no matter what.

The Solution

After dozens of meetings, tryouts, exchange of opinions, CV checks, references, communicating concerns, and especially with the continuous assistance and support of the previous team who tried with exemplary patience to evolve the Unix system “as far as

it goes”, Spartan Security concluded to collaborating with a team of Greeks with IT studies in the UK specializing in Windows, with excellent references and previous work experience in London.

Designing the future

Once the operational procedures were laid out and the needs searched out, the functional requirements were defined and the overall project was organized and monitored.

After installing the software, the control centre was fully modernized and the previous data and files were transferred to the cSecurity application which was launched as a pilot programme with successive and parallel quality control checks.



Specifics

Specifically, it offers the ability to systematically and efficiently manage all work processes associated with:

- ✓ Control Centre services
- ✓ Subscriber service, care and contact
- ✓ Organizing sales, accounts and payments
- ✓ Accounting
- ✓ Marketing and Sales
- ✓ Financial management
- ✓ Quality control
- ✓ Human resource management

Today

Today, 10 years later, the cSecurity application organizes, standardizes and automates all of Spartan Security processes. With the implementation and the use of the system, mode of operation has been radically modernized and Spartan Security has the ability now to provide new tools for all company levels and departments.



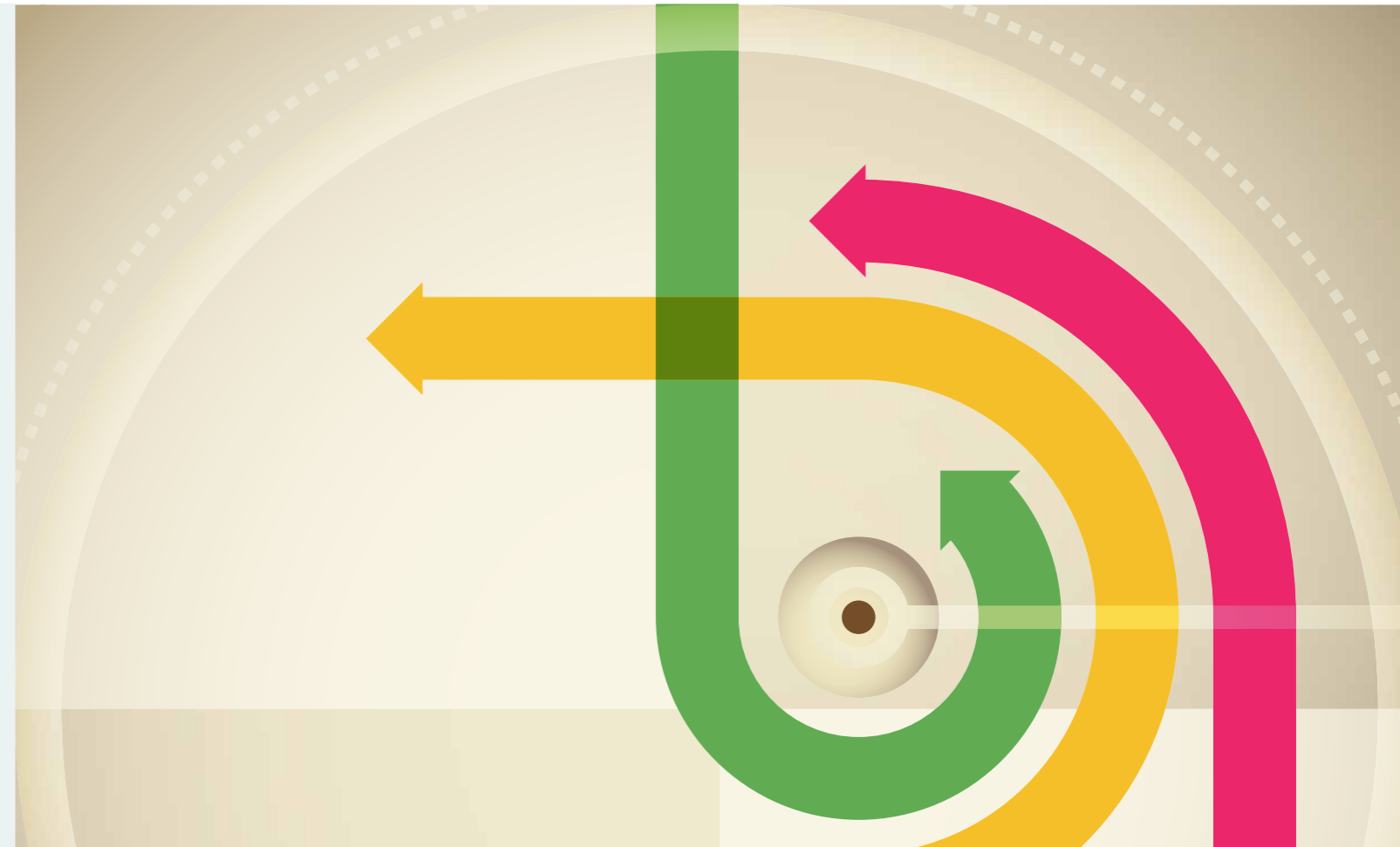
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In short

In short, Spartan Security not only managed to increase its productivity, but also to solve the problems that it had in the beginning of its operation. Through a fully integrated computerized high performance system of exceptional abilities, it organized and reorganized all its services and activities without any exception.

The biggest accomplishment with cSecurity however is that it has the ability of expanding to any new need that may arise in the future, no matter how complicated it may be, directly and effectively.



Benefits

The benefits that Spartan Security has already derived from the application are:

- √ More direct response to incoming calls, resulting in faster delivery of information to subscribers, customers and security technicians.
- √ Fully automated delivery of information to the interested parties without human intervention
- √ Automatic organizing of the Billing and Subscriptions department that excludes any possibility of error.
- √ Most efficient management of Human Resources, thereby saving jobs and,
- √ Effective support from an integrated support team 24hours a day, year-round and under difficult conditions.



The cSecurity application is an exclusive and strategic choice for Spartan Security. It creates substructures and provides tools that support competitiveness and company growth, while, at the same time, **signaling a new era in the electronic security industry.**





Centiva Software Solutions

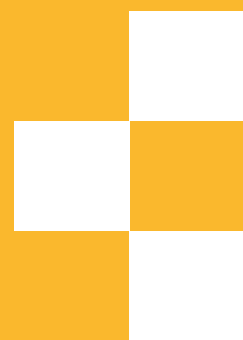
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