

Swiss Re

customer story



Unifying physical access
control for Swiss Re
around the world



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AEOS replaces existing physical access control systems to create one central environment

The Swiss Re Group is one of the world's leading providers of reinsurance, insurance and other forms of insurance-based risk transfer. Operating globally, its clients include insurance companies, medium-to-large-sized corporations and public sector organisations. Swiss Re's existing physical access control systems were at the end of their life and it decided to replace them with AEOS at more than 50 locations globally.

An efficient, future-facing approach to global security

A key goal for Swiss Re was to consolidate costs by implementing one centralised physical access control system, rather than operating a variety of systems around the world. Swiss Re also wanted a seamless integration between this new system and physical security information management (PSIM). The aim

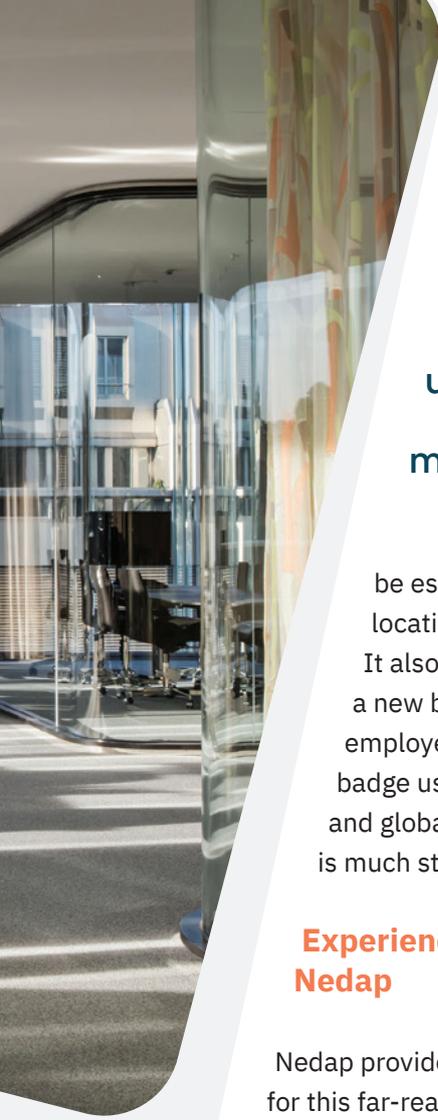
was to enable a holistic view its assets' security status and integrated subsystems, such as PACS, intrusion detection, CCTV, intercom and fire detection. In addition, Swiss Re wanted its new access control system to be ready for future technologies and innovations

One badge for use at any office

Another issue that Swiss Re wanted to address was badge technology. It wanted to use a more secure type of badge and take charge of the credentials on it. And it wanted to enable employees visiting different Swiss Re locations around the world to be able to access them using just one badge, instead of having to carry several.

One central server connects all locations

Swiss Re chose to replace its wide variety of existing physical access control systems with AEOS by Nedap. This enabled one central AEOS server environment to



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be established, so each Swiss Re location can be connected to it. It also allowed Swiss Re to select a new badge type for use by all employees at every location. This badge uses the latest technology and global standards. Its encryption is much stronger, for greater security.

Experienced guidance from Nedap

Nedap provided comprehensive support for this far-reaching programme of change, and began by clearly defining Swiss Re’s requirements and the global system architecture. After that, Nedap set up a governance structure to standardise the deployment of Swiss Re’s AEOS projects around the world.

A dedicated internal team at Swiss Re

A key factor in this project’s success was that Swiss Re created a central project team responsible for managing the programme, and gave this team strong ownership. For such a large project, it’s critical to

have an internal team dedicated to collaborating with suppliers to ensure a smooth flow of information, approvals and action.

Urgent needs addressed

At the start of the programme, a small number of projects were nominated for tactical early installation. These were started before standardisation was completed and were brought in line with the programme standards at a later stage. The benefit of this approach was that AEOS could be implemented quickly at locations where the physical access control system needed replacing urgently.

A smooth rollout with a clear methodology

After the initial set-up phase, Swiss Re documented the rollout methodology in a programme guide. This document explains how the processes and project approach are standardised, and Swiss Re used it to embed this knowledge into its global operations and to guide local installations.

Facts and figures

- 50 offices
- 20 countries
- 1200 doors
- 30,000 identifiers
- 14,200 employees
- Card management system integrated
- PSIM integration



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to successfully implement project after project. At the peak of the deployment, AEOS was being installed at 26 locations simultaneously. Nedap provided extensive support to manage these rollouts, working with Swiss Re’s central and local teams to help guide, plan, coordinate them. And it kept Swiss Re well informed with regular status reports.

Local experts from a global network

The actual installations were completed by the members of Nedap’s global channel partner network - the only integrators authorised to sell and install AEOS systems. This approach ensures that AEOS is installed and configured by people who are not only well-trained and experienced, but also local. And it

leaves Nedap free to focus on developing AEOS and supporting rollouts with expert guidance. To help local installation partners, for example, Nedap provided project engineering and management assistance.

Strong organisation and teamwork

Just four years after the contract was signed, AEOS was deployed at 50 Swiss Re locations around the world. This is in no small part thanks to both Swiss Re and Nedap taking such an organised approach, and excellent teamworking between the two at both a central and local level.



Ongoing support for the future

Because of the nature of its business, Swiss Re's real estate portfolio will continue to evolve dynamically. Having a clear programme guide means that AEOS can be installed quickly, easily and in a standardised way at any new location. Nedap will also continue to work with Swiss Re to help keep its AEOS environment up to date and to generate ideas for improvements.

A wide variety of benefits gained

Antonio Rueda, Product Owner at Swiss Re says: "Replacing such a large number of physical access control installations was a huge task. Without careful management, it could easily have spiralled out of control. With Nedap by our side, and a central internal project team at the helm, we managed to avoid this. Having one central AEOS server that connects to all our locations worldwide has made managing security and enforcing policies so much more efficient.

"AEOS has also brought a host of other benefits such as in-depth data that can be easily filtered and used to create reports for teams in security, facilities management and more. And there are benefits for employees too; they can now use the same access badge at every Swiss Re location and processes are standardised and easy to follow."

Swiss Re gave ownership and clarity

Timon Padberg, Key Account Manager at Nedap says: "Swiss Re did two really key things to ensure the success of this project. They gave their project management team the right level of ownership to keep the rollouts flowing. And they ensured a detailed programme guide, so our channel partners and local teams are clear on what's needed for each new AEOS implementation. We're looking forward to continuing working with Swiss Re to help adapt their AEOS environment to meet their future needs and goals."

