Delivered

COMPLETE ACCESS CONTROL
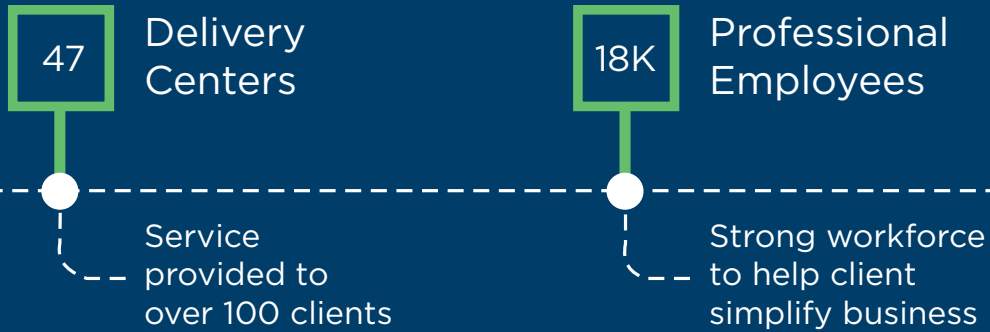
by implementing central console
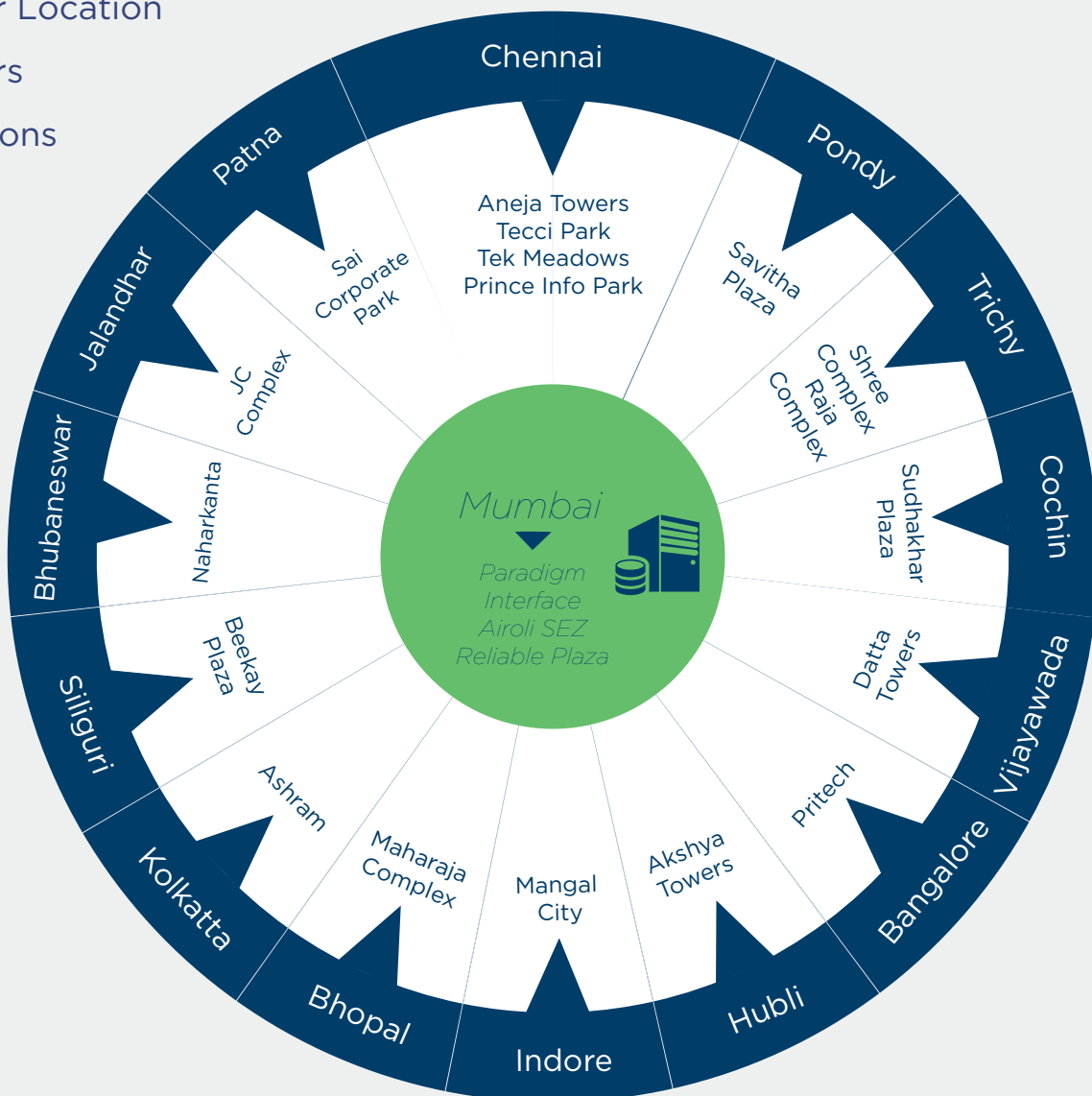
Firstsource
Case study

> Keeping in mind sensitive financial data and client requirements, spectra has provided a perfectly balanced solution which has been specially customized to suit our needs. The system is managing 150 controllers, 500 doors and 20,000 employees at 20 locations in two countries India and Sri Lanka without a glitch.
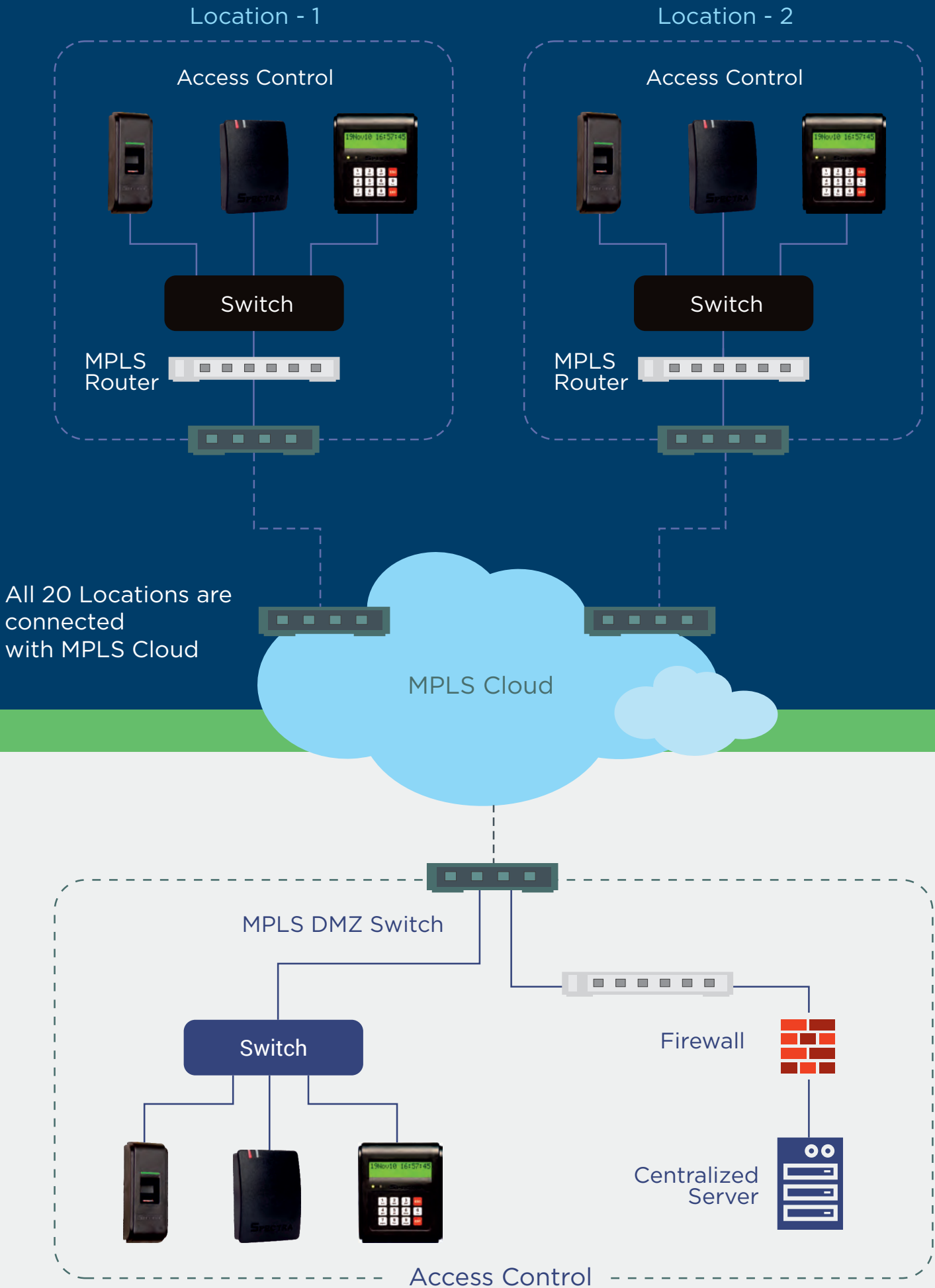
Summary

Our client First Source is a trusted brand in the outsourcing industry. They provide innovative, customer-centric Business Process Outsourcing (BPO) and Business Process Management (BPM) solutions to large corporate in Telecommunication, Media, Banking and Financial, Insurance, Healthcare and publishing industries in multiple languages.

47 Delivery Centers

Service provided to over 100 clients

18K Professional Employees

Strong workforce to help client simplify business

- Center Location
- Centers
- Locations

Chennai
- Aneja Towers
- Tecci Park
- Tek Meadows
- Prince Info Park

Patna — Sai Corporate Park

Jalandhar — JC Complex

Bhubaneswar — Naharkanta

Siliguri — Beekay Plaza

Kolkatta — Ashram

Bhopal — Maharaja Complex

Indore — Mangal City

Hubli — Akshya Towers

Vijayawada — Pritech

Bangalore — Datta Towers

Cochin — Sudhakhar Plaza

Trichy — Shree Complex Raja Complex

Pondy — Savitha Plaza

Mumbai
Paradigm
Interface
Airoli SEZ
Reliable Plaza

Centralized System

Solution Diagram

Location - 1

Access Control

Switch

MPLS Router

Location - 2

Access Control

Switch

MPLS Router

All 20 Locations are connected with MPLS Cloud

MPLS Cloud

MPLS DMZ Switch

Switch

Firewall

Centralized Server

Access Control

Challenges

First Source were facing multiple challenges with their operation and processes relating to physical access control. There were many issues with their attendance recording, access control software and over all operation management. Their woes were aggravated from the fact that they were using different software and hardware applications at various locations making it difficult for them to plan and manage different activities.

The user experience went for a toss as employee movements across different sites were not tracked and it created issues with attendance and payroll related activities. Their data was strewn with many erroneous and duplicate entries. They constantly faced trouble managing 20 locations with 18,000 employees. The access control system was prone to glitches and inconsistencies.

01	Access Control
02	Planning & Management of Resources
03	Different Software and Hardware Applications
04	Tracking 18K Employee Movements
05	Multiple Third Party Support Contracts
06	Business Continuity Process

Their support function hampered due to multiple third party point of contacts for services related issues. There were issues with the integration of the entire process with the third party data and applications like attendance and payroll. The challenge in this was to have one central access control system and database to map and track all the movements across all the sites.

The most vital challenge was to keep the business running and not change the hardware or software at a go, as the client ran 24 x 7 operations across all the sites and shutting one operation meant loss of business hours and revenue. For First source, business continuity was most important and Spectra was expected to overcome these challenges with its ingenuity. Spectra set-out to do just that, find one simple and perfect solution.

Solution

As First Source is one of our most valued client, we understand their business needs for access control and have known their processes and requirements from our continuous interactions with them. We immediately understood their concerns and implemented a centralized access control system.

Central command center

We undertook an exercise to understand the scope of work for the project and all the customization that are mandated by the client. We concluded that First Source needed complete access control system that can be managed centrally. The solution needed to run on a uniform and parallel platform across all the sites through a central command center.

Database

We not only needed to stitch their database together but also needed to comb it for duplicate, misplaced, incorrect and erroneous data. Their database needed consolidation and centralization to access records and retain control over the system. We managed to structure together a tailored application that allowed them to capture, store and utilize their data with any third party application. In short, we unified their database under one platform.
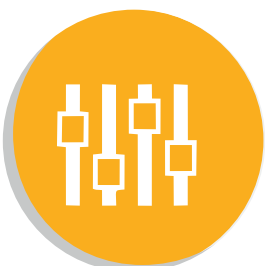
Automation

In order to control movements and access to 18,000 employees in 20 sites, First Source needed to automate some of their processes. It helped them to record all the entry/ exit swipes across 500 doors with 150 door controllers that we installed. Effectively, we automated their movements; alongside controlling access and registering attendance of each employee
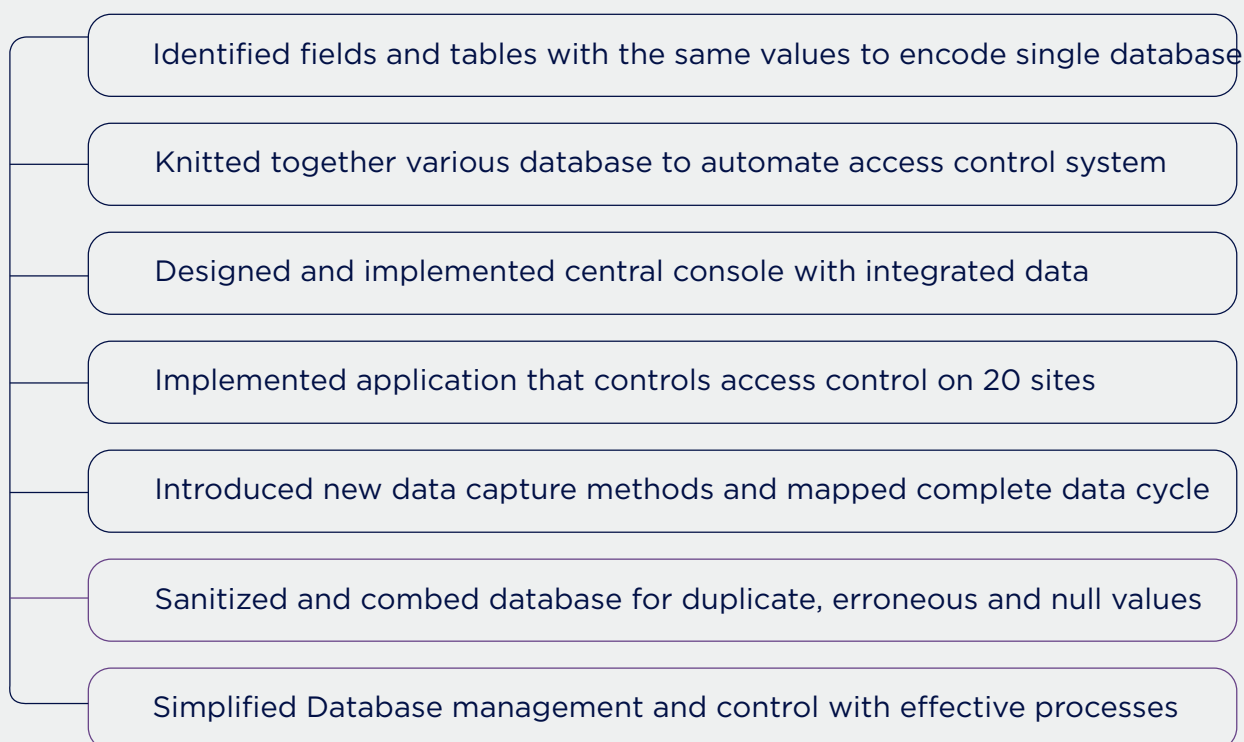
Customization

We customized the application to meet their standard requirements. We added new fields and expanded its scope to integrate it with various third party applications. It needed to support bulk functions like create and delete employees, data and employee transfer and granting access across different sites. We also customized the application software to consolidate data and generate customized reports as per our

What we achieved

To control quality and seamless integration of all the customized solutions, Spectra appointed a transition manager for First Source's project. After carefully understanding their entire process, Spectra took care of their requirements by designing and installing a bespoke access control and management solution. Within a short time period we have been able to achieve:

Simplified database management

Identified fields and tables with the same values to encode single database

Knitted together various database to automate access control system

Designed and implemented central console with integrated data

Implemented application that controls access control on 20 sites

Introduced new data capture methods and mapped complete data cycle

Sanitized and combed database for duplicate, erroneous and null values

Simplified Database management and control with effective processes

Seamless application integration

▶ Kept system issues to a negligible number in the implementation cycle

▶ Trained client staff on the new system in effect reducing their training costs

▶ Implemented access control system in India.

▶ Provided dedicated team to customize and implement the application

▶ Minimized separate setup and implementation costs for application

▶ Planned activities with minimal disruptions to client's business operations

Services Delivered

Spectra has delivered many services to First Source as our esteemed clients. Listed are some of them:

Seamless Access Control

▶ Introduced latest technology in access control to save time and obtain real-time MIS.

▶ Changed data transfer technology from Pull to Push method to optimize network traffic

▶ Designed, customized and implemented the project in shortest possible time scale

▶ Implemented the application on 20 sites which record 2,00,000 transactions a day

▶ Completed the project without a single instance of disruption to client's operation

▶ Customized a scalable solution for each location and their individual requirements

▶ Integrated database and application to mitigate with third party applications

▶ Minimized erroneous transactions and customized alarms for different events

Delivering Benefits

Saved
Operation Cost

30%

Saved Annual
Maintenance Cost

40%

Saved Design &
Development Cost

50%

60%

Reduced
Management Costs

70%

Reduced
Training Costs