



Telenor

A system to withstand extreme weather conditions



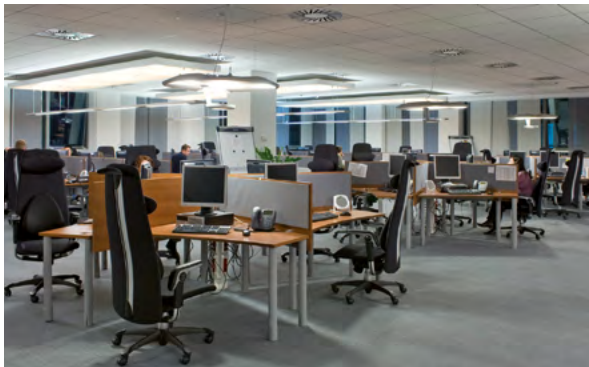
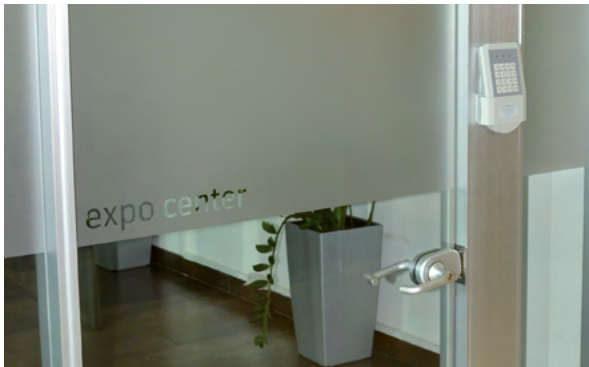
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Telenor is one of primion's most significant customers

For several years now, primion Technology GmbH, together with its System Integrator Partner JONIK, has been responsible for supplying Time & Attendance, Access Control and Integrated security technology solutions to Telenor in Serbia, a telecommunications supplier with some 1200 employees and over 3.1 million customers. Starting from a small initial installation, a comprehensive, complete system for over 150 locations has been implemented using primion software and hardware for Time & Attendance, Access Control and Integrated security technology, as well as customised hardware modules developed and built by JONIK. Because of the positive experiences in Serbia, the decision was made 3 years ago to implement the same solution with the Telenor Group Company, Uninor, in India and more recently to expand the Serbian system to include Telenor Montenegro. Overall, Telenor is one of the most significant users of primion products with over 1,500 readers, nearly 200 IDT controllers and the integration of many third party systems with thousands of datapoints, spread over two continents.

The cooperation started in August 2005 with a pilot project that provided Time & Attendance and small scale Access Control to the main server rooms. Inside less than a year, the primion system became the centre of an integrated security solution for securing two main HQ buildings and over 50 retail stores, growing from a low-level Access Control and Time & Attendance administration for just a few employees, to an overall integrated security solution for over 1,000 employees in more than 80 buildings. Soon Telenor was confronted with new challenges when it came to security, with the emphasis shifting from securing administrative and retail facilities to industry-specific sites, such as containers serving as network transmission points. Because of its geographical position, Serbia faces extreme weather conditions, ranging from -30 °C during the winter to +40 °C during the summer.

The challenge was to come up with a unique solution for protecting remote sites that combined a customised approach to the principle of failsafe Access Control



with CCTV, fire protection and other environmental monitoring, such as water leak detection, temperature alarms, etc. And at the heart of this was primion's IDT 32 Intelligent Controller, serving as the central point for Access Control, CCTV, fire alarm and the rest of the monitored systems.

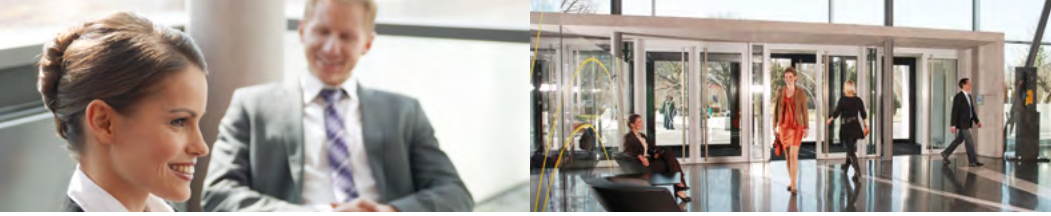
Inspired by the success of this application, primion, together with its System Integrator Partner JONIK was presented with a new challenge, to provide controlled access to IT racks in the newly opened state-of-the-art data centre in Belgrade, built and operated by Telenor. By presenting their card to a primion RFID reader and entering a personal PIN, users are granted access only to those racks for which they are authorised.

Following their tradition of continuously improving and extending their security system, Telenor decided to enhance the primeWeb core of the system by the addition of primion's new Security Command Centre solution, psm2200. This provided a new interface, a new approach and a new seamless integration of different building management systems such as CCTV, Intrusion detection and Fire detection with primion Access Control. Operators at the Telenor National Operations Centre can now respond more quickly,

more accurately and much more efficiently to an alarm, as all the relevant information is at their disposal, in a structured, tailored and professional format.

Staff-outsourcing has become an inevitable factor of modern business strategies and Telenor is no different. From a security point of view, the Access Control administration for outsourced personnel and "off-rolls" has become an extremely difficult task. And Telenor has mastered the complexity by integrating the primion user database with the HR employee database through a Sun Microsystems Identity Management application using primion's Import/Export Generator to automate the assignment of access rights as staff leave and join.

Aleksandar Jakovljevic, one of the key players in all Telenor's security activities in Serbia, sums up the three-way partnership between Telenor, primion and JONIK in this way: "Until now, our experience gained from this partnership has proved one thing – that with hard work and commitment, a solution can be found even for the unique and specific security challenges presented by a company like Telenor. 100% success is always difficult to guarantee, but so far the solution provided by primion and JONIK has certainly met or exceeded our expectations."



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