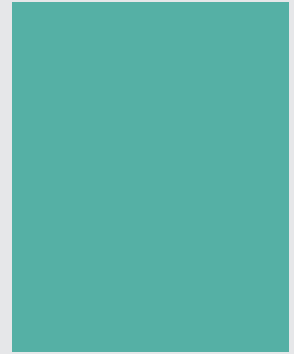
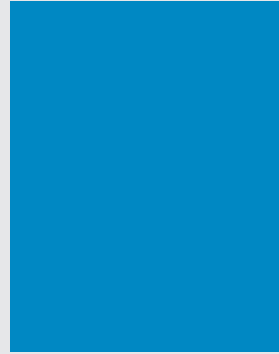


## Michelin North America



*Service solutions that meet client needs*

### Challenge

**Michelin North America, with more than 25 administrative offices, research facilities, training centers and plant operations sites, has a constant need for technology support of its security systems. Each location is equipped with CCTV cameras, security lights, access control and intrusion detection systems that require regular maintenance, repairs and new product integrations.**

**Michelin's third-party technology vendors did not have the geographic reach and capacity to efficiently accomplish that ongoing work. Delays in addressing technology issues, such as a malfunctioning alarm system, often required posting additional physical security at the location until a system was repaired.**

The 500 to 1,000 contractors, suppliers and vendors that arrive at Michelin's North American headquarters in Greenville, SC each day present another challenge. Checking credentials, issuing ID badges, ensuring safety and non-disclosure compliance, and notifying employees of the visitors' arrival is very labor-intensive and requires additional front-desk security officers and receptionists, especially at the beginning of each day.

### Solutions

Securitas USA, building on a decade-long partnership with Michelin as a provider of guard services, developed a cost-effective solution that reduces delays in completing security technology installations and maintenance. Technology requests are directed to a Securitas USA regional operations manager, who coordinates the schedules and dispatches two full-time Securitas USA technicians in fully equipped vans to Michelin locations requiring service.

To improve visitor management, Securitas USA and Michelin managers worked collaboratively to design kiosks that efficiently document non-employees arriving at the company's headquarters. A Michelin employee can pre-register a visitor, who upon arrival goes to the kiosk to check in, read and digitally sign a non-disclosure agreement and view a safety training video. Facial recognition software verifies the identity of the visitor and an ID badge is printed. The Michelin employee who has registered the visitor is automatically notified.

## Results

Security officers, who often are first to notice security system malfunctions, can notify the Securitas USA technicians directly to schedule needed repairs.

"In addition to the reduced response times, we benefit from the consistency that comes from technicians who know our systems and how they are integrated," says Walter Chandley, Michelin's Physical Security Manager, North America. "It lowers our costs and enhances both the electronic and physical security services at our locations."

The visitor management kiosks also reduces the number of security officers needed to register and process visitors, and Chandley plans to install kiosks in additional Michelin locations.

