SPECTRA
RIGHT AHEAD

Enterprising
Access Control Solution
for an Ugraded Security Experience

"Firstly, I wanted to thank you and your extended team for making a theoretical design into a practical implementation. This is indeed a great success story and a good case study. Your patience, support and technical expertise has been really great. I'm very happy to give any recommendation in future for Spectra and wish you a big success in getting more business in this space."

- Manjunath Srivatsa
Vice President, Firstsource Solutions Ltd.

Highlights

Client
Firstsource Solutions Ltd.

Industry
ITES-BPO

Coverage
Active since 2012
150+ controllers
18,000 employees

Locations Served
20+

Offering
NetXsControl

About Fiat

Firstsource is a global BPO services provider. Trusted by 100+ leading brands in India, the Philippines, Sri Lanka, the UK and the US across the Banking, Financial Services and Insurance, Healthcare, Telecommunications and Media sectors. Being smart partners with out-of-box thinking and tailor-made services to best serve their customers, in tune with their business needs.

The Challenge

Firstsource lacked a proper centralized access control system with each of their 20+ locations working on decentralized access systems for its 18,000 employees. There were just too many vendors, serving too many access systems. Though, the client was working on multiple systems Spectra's solutions constituted a major part of their access control solution. With time, Firstsource decided to merge all existing access systems, keeping Spectra as their main partner.
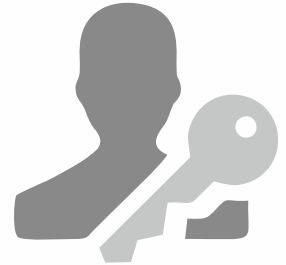
The Solution

Firstsource needed a fully-automated access control solution, offering high security and with multi-tasking capabilities. A reliable system offering a long-lasting, reliable and user-friendly system to handle their large work-force. Thus, Spectra provided them with a customizable solution (installed 97 controllers, handling 300+ doors, across 15 locations) with multi-level security, within a short span of just six months, spanning from January 2015 to June 2015.

Our Offering

NetXsControl

This is Spectra's desktop-based offering to control accessibility of confidential areas of an organization. The installation of NetXsControl involves installation of three components viz. NetXSControl, Security Monitor, NetXs Downloading wherein, main application for managing access control, setup of alarms and managing the downloading of access logs is the primary function of each of these components, respectively.

The solution brought an array of benefits to Firstsource of which few are listed:

Company-Wide Deployment

Since, Spectra held major part of Firstsource's access control systems, the progression was logical in August 2014. As a starting step its entire hardware access systems were merged. All of its locations (20+ locations in India and one in Sri Lanka) was now using Spectra's hardware and software for all their access control needs. It was ensured that a highly centralized and robust system is made available for use for their huge work-force.

Consolidated System

Spectra offered a highly customized software to Firstsource allowing them to easily add, delete, edit and save their employee's access needs. For instance, auto inter-location access of doors for employees linked to client's (Travel Book) software which captures and shares employees travel inter-location travel details. Similarly, auto-resign feature generates an employee's resignation date in advance; based on which the software deactivates that particular employee after his/her actual resignation, automatically from the system.

Active Security

A SAP ID integration allowed for better data verification and in-turn offer tight security and software log-in to the client. Spectra ensured multi-level security with their controller and user rights. Along with dual access or double authentication and door-wise anti-pass back facility in its software. Simply put, from log-in to working in the software to log-out, the system ensures high reliability and safety for its users. management, thereby, improving employee-output.

The Result

As the software is web-based it is capable to support large user data as compared to its traditional counterpart. It even allows smarter access management and is a multi-tasker. From supporting entry of various categories such as business guest, vendor, company guest and so on to defining user rights; the system offers management of controllers and finger parameters with exclusive gate access features. The application is a treat for administration/users offering them unmatched security and number of user-specific customization(s).