



SANTA CRUZ ART & HISTORY MUSEUM TRANSFORMS DISASTER INTO SUCCESS

Providing peace of mind security and ensuring business continuity



THE CHALLENGE

A broken water valve caused significant damage to an IT closet resulting in legacy access control hardware going down. All of the museum's credential data was stored on the hardware. As a result, the museum and connected facilities lost all credential data, and the access control system was inoperable.

THE CHOICE

"We have a lot of different needs, and the Brivo System was very accommodating to all of them, which is great and one of the things I really appreciate about it."

-Kevin Coullahan, Director of Facilities & Operations at Santa Cruz Museum of Art & History

WHY BRIVO

- Peace of mind-- all data stored in the cloud so if they have another incident, their data is safe
- Management can control and document access for common, office, and retail areas
- Overall security improvement--now can track access and credentials for all tenants.
- Remote management gives the flexibility and freedom to manage the site without being onsite--especially during the pandemic.

THE CHANGE

The Santa Cruz Museum of Art & History did not anticipate dealing with an emergency between Christmas and New Year during a pandemic. The museum consists of two buildings, the museum and a public market leased to various restaurants and office tenants.

The museum's appliance-based access control system met its fate when a water valve failed during a routine fire sprinkler check, showering the IT room, damaging the central controller, and destroying all data. As a result, the museum lost close to 90 different credentials, essentially locking out staff, tenants, and office workers.

"It's not only security for in and out of the building but also up and down the elevator."

-Kevin Coullahan

Faced with the choice of what to do, Kevin consulted his security partner, AA Safe and Security, to determine how to proceed, either simply replacing like-for-like systems or upgrade the entire museum's access control.

POSITIVE IMPACTS AND PEACE OF MIND

The Santa Cruz Museum of Art & History has been dealing with antiquated systems that have been parsed by different people over time, never keeping track of information and having loose fobs circulating, creating an avoidable security risk.

Kevin Coullahan, who has spent 20 years in marketing before changing careers into operations management, acknowledges that he is not a facilities and operations expert. The biggest challenge from this incident was the lost data and having to scramble to gather new credentials. Putting things in motion on the museum's behalf, Kevin connected with Brivo partner AA Safe & Security Company,

“They took me through the process and helped me understand what I need. Within like three days, these guys already had a plan going and components ordered to start replacing the system.”

-Kevin Coullahan

With the partner's help, the museum's new access control system was up and running in a matter of a few days, letting them get back to normal and handle the other challenges of physically distributing new credentials to tenants during the pandemic.

New credentials and key fobs were straightforward to program with the various privileges and floor access people needed after installing the new system components. All of the museum's data is documented, backed up to the cloud, and simple to manage with minimal instruction.

SILVER LININGS & LONG TERM BENEFITS

With the new system in the cloud, Kevin can now remotely manage access control, handle tenant needs as they arise, and track who's coming and going. Working from home gives Kevin the flexibility to spend more time with his kids without having to be onsite all the time.

“I can just pick up my phone and unlock a door or answer a tenant question about someone's access. It's that easy.”

- Kevin Coullahan

ABOUT BRIVO

Brivo is the global leader in mobile, cloud-based access control for commercial real estate, multifamily residential, and large distributed enterprises. Our comprehensive product ecosystem and open API provide businesses with powerful digital tools to increase security automation, elevate employee and tenant experience, and improve the safety of all people and assets in the built environment. Having created the category over twenty years ago, our building access platform is now the digital foundation for the largest collection of customer facilities in the world, trusted by more than 25 million users occupying over 300M square feet of secured space in 42 countries.

Our dedication to simply better security means providing the best technology and support to property owners, managers, and tenants as they look for more from buildings where they live, work, and play. Our comprehensive product suite includes access control, smart readers, touchless mobile credentials, visitor management, occupancy monitoring, health and safety features, and integrated video surveillance, smart locks, and intercoms. Valued for its simple installation, high-reliability backbone, and rich API partner network, Brivo also has the longest track record of cybersecurity audits and privacy protections in the industry.