University of Massachusetts at Amherst
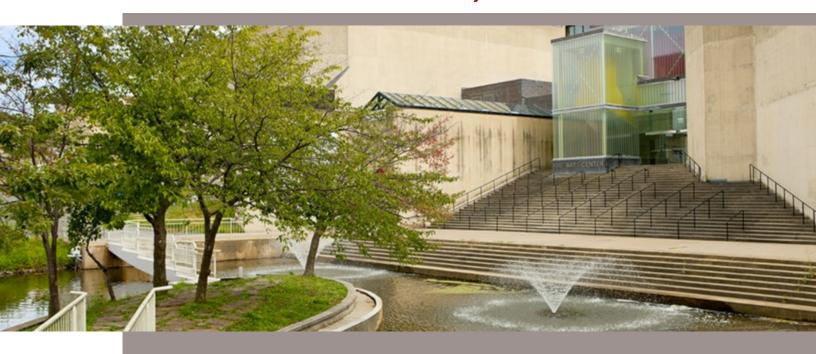
Background

The University of Massachusetts at Amherst sits on nearly 1,450 acres and enrolled over 28,000 students in fall of 2014. It is the flagship campus of America's education state and ranks among the top 30 public universities according to the US News & World Report's annual college guide.

Challenge

The university's physical plant maintains a safe, clean, attractive environment for its students and faculty to learn, teach, work and live in. The physical plant began implementing a new customer-centric model in the way they operate and Steve Barrett, Building Maintenance Manager, brought to light that

"We need to review the way the lock shop does business with this new customer focused model. We are not getting keys returned. There is a two week turnaround time to produce a key and based off of customer interviews that our building coordinators conducted, the lock shop is not meeting their needs."

Beyond turnaround time and key returns, Melissa Bergeron, Customer Service Manager explains "One of our administration buildings has a lot of master keys and a lot of people have copies of those and they go missing". The university needed to address how to handle this and what policies could minimize the cost of rekeying areas of the campus where this was happening.

integrated
security
incorporated

University of Massachusetts at Amherst

In the fall of 2014, the university's physical plant issued a request for proposals containing eight different initiatives that would address aging key systems, an expired patent protected keyway and access control processes. Barrett states "Integrated Security, Inc. stood out against others. They did not have any hidden agenda to sell us product and we knew they had the resources to support the project". He goes on to explain that ISI consults and does not have a pre-made model that they try to squeeze clients into. "They spoke our language and learned the needs of our environment."

Solution

The project is underway and Integrated Security, Inc. has implemented the reclassification of the personnel in the lock shop. ISI is also working to create standards for new construction projects on campus as well as standards for the hierarchy of how to obtain keys and access.

Barrett states "I would absolutely recommend ISI. We have a lot of people who come in here and claim to be experts but they are really experts on selling you their product.

> "Contact ISI before you start your construction project."

Contact ISI before you start your construction project. Have them write your specs. It is nice to have a resource where we can say 'This is what we have. How can we make it work?' They have the industry knowledge and they are up on all the technology and application of the technology".

Dan McCarthy, Assistant Director of Physical Plant adds "Integrated Security came into this project with a lot of insights we didn't know. When you hire someone from the outside, it creates good change".

integrated
security
incorporated