

Biometrics Provides Reliable Insights to London Data Centre Colocation Provider

“ *The Suprema and BioConnect solution helped us meet the requirements of ISO27001 and also provided a way to truly manage and report the identity of all that entered our facility – a more realistic visibility of ‘who, where and when.’* ”

CITY—*lifeline*
Part of Redcentric plc.

– Ian Tait, Technical Manager at City Lifeline ”

CASE STUDY:

The Challenge

City Lifeline has been a provider of data center colocation since 1993 and security has always been a top priority. With over 28,000 square feet and capacity for over 600 racks in the heart of London’s new Tech City Area, City Lifeline operates to Tier 3 standards of resilience and reliability. An impressive 24 carriers provide data communications to around 90 customers collocated with them.



The Security Dilemma of Shared Data Spaces

As a secure provider of shared data centre space, City Lifeline needed to ensure they could reliably give their clients insights into the access of each area of their facility as well as provide enhanced levels of physical and data security. With a steady flow of 10-15 authorized visitors per day as well staff on the premises, the swipe cards they were previously using presented a conflict to this mindset – the inherent weakness in swipe cards is that they can be shared, lost, forgotten, borrowed and even stolen.

With the completion of their ISO27001 certification, City Lifeline confirmed the need to upgrade their

access system to one that relied on the true identity of authorized users. It was the only way to ensure the people, processes and IT system risk management fitted the requirements of the certification.

“As part of our ISO27001 certification, we are required to operate to very high levels of security in our data centre” said Ian Tait, Technical Manager of City Lifeline. “The only way to achieve this would be to be forward-thinking in our measures.”



The Solution

City Lifeline approached their provider at the time, ACS Systems, to recommend a biometric solution. Using a biometric solution would solve their “who” problem, as an individual’s biometrics are completely unique. Implementing biometrics would also position them as a forward-thinking provider. Suprema’s world renowned biometric algorithms and superior engineering put BioConnect (Suprema’s UK operating partner) as a front runner for deploying biometrics. The quality of support from the BioConnect team and specifications of specific Suprema biometric readers solidified the deal.

City Lifeline chose a combination of Suprema BioEntry Plus and BioLite Net for the flexibility in range and aesthetics, indoor and outdoor certification and also multi-factor authentication capabilities (fingerprint, card and PIN) which made it easier to address all the access control desires of particular personnel -- clients, visitors and staff (both permanent and contracted).

SOLUTION HIGHLIGHTS

Location: Tech City, London, United Kingdom

Daily Visitors: 10-15 + staff

Server Racks: 600+

Authentication Methods: Fingerprint, Multi-Factor

System Components:

- Suprema BioLite Net
- Suprema BioEntry Plus
- Suprema BioStar

SUPREMA



BioLite Net



BioEntry Plus

The Results

The solution has been in full operation since September 2012 and has provided many benefits for City Lifeline including reputation with their current clients, capacity to attract new clients, auditing effectiveness and a return on investment from replacing cards.

REPUTATION

City Lifeline's forward-thinking approach to security has resulted in greater trust from their current customers. With each visitor that enters the facility, their security administrators are easily able to report back to their clients what areas each person was in (data hall, rack), what time and with confidence that the data being presented is accurate.

"Clients don't expect to have to wait to access their data, and they needed to see the visible benefit of using biometrics over swipe cards," said Tait. "The new system has given us the insight we need to do that."

AUDITING EFFECTIVENESS

Reporting and traceability has been a key benefit of the solution. City Lifeline has multiple tenants visiting daily, they now have the ability to report on activity within their space for auditing purposes.

NEW CLIENT RECRUITMENT

With the growing costs associated with "big data" (and the subsequent transition to a shared space to store that data) they continue to have more clients interested in their space. The Entertech solution with Suprema readers has given them the ability to demonstrate security and assurance to their potential clients. The sleek design of the readers also looks very impressive and is used to advertise the quality they provide.

RETURN ON INVESTMENT

Ian Tait, Technical Manager of City Lifeline also mentioned the associated return on investment of biometrics since they no longer need to replace cards that have been lost, forgotten or borrowed.

ABOUT CITY LIFELINE

City LifeLine is more than a data centre, it is a living community, right in the heart of London's new Tech City area. We have been here since 1993. City Lifeline can help you, from giving you a secure, connected home for your most critical operations, to outsourcing all of your IT. We can connect you to the most obscure parts of the world or connect you with the lowest possible latency to other facilities in London. Come and talk to us, take a tour, and become part of the City Lifeline family.

bioconnect.

About BioConnect

BioConnect provides market-leading intelligent identity management solutions. Its biometric access control and time and attendance systems are purpose-built to overcome the three main obstacles to mass market adoption of biometrics: cost, complexity and on-boarding users. As the UK, Ireland and North American operating partner for Suprema, they offer the #1 rated biometrics (finger, face, card and PIN), biometric algorithm, SDK, IP Network and application software products. The company's industry-first identity management platform, BioConnect, enables Suprema biometric readers to be quickly and easily integrated with leading access control systems and considers the growth in biometric technology.

For more information visit www.bioconnect.com.

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SUPREMA

About Suprema

Suprema is a global leader in biometrics and securities technology. By combining world renowned biometric algorithms with superior engineering, Suprema is able to continually develop and manufacture reliable industry leading products. Suprema's extensive portfolio of products include biometric access control systems, time & attendance devices, fingerprint/live scanners and embedded fingerprint modules. Suprema supports world wide sales network that spans across more than 133 countries around the world and was the first biometrics company listed on Korea's stock market (KOSDAQ 094840).