

Advanced RACS 5 Access Control Platform in Arvato Polska Facilities



Investor

Arvato Polska Sp. z o.o.

Manufacturer

Roger Sp. z o.o. sp. k.

Users

15 000

Doors

270

Identification

mobile: Bluetooth, NFC

Recording of T&A Events

Upgrade from RACS 4 to RACS 5

Split into Partitions (distributed system)

Arvato is the leading logistics operator providing a comprehensive range of services for e-commerce, retail networks, the healthcare industry and omnichannel solutions. As part of the fulfilment service, the operator manages the entire process from order acceptance to delivery, ensuring proper storage, inventory and order management, shipping, returns handling and the provision of additional services used in logistics, the so-called VAS (Value Added Services).

Arvato manages several warehouses in Poland as a strategic partner of local and global brands. This is made possible by a team of trusted advisors who have been supporting clients in achieving their goals on several levels for the past 30 years – firstly, by providing them with high-quality services; secondly, by offering integrated and advanced IT solutions based on state-of-the-art technologies; and thirdly, by helping to optimise key processes, thereby increasing satisfaction levels and the company's competitive advantage in the market.

Requirements

Arvato facilities are used not only by employees but also by clients and suppliers. This requires the implementation of special protection systems to limit unauthorised access to the specific zones. A system that would provide streamlined and centralised management of frequently changed personnel authorisations was needed to meet these requirements. One of Arvato's priorities is to ensure proper security conditions, which is also the result of the information security management system implemented at the company.

A few years ago, the client decided to implement the RACS 4 access control system developed by a Polish company – Roger. Its main tasks included recording time & attendance and supervising access to larger zones. This implementation process covered only part of the strategic premises of the selected client's facilities, therefore access to most of the office rooms was conventional, i.e. by collecting a key from the reception desk.

At that time each of Arvato's location constituted an independent access control system, in some cases from a variety of suppliers, and individually managed by local operators. Managing the distributed system was cumbersome and ineffective because the users had to use a number of cards, while changing the authorisations or adding a new user to the system required activities to be performed by several operators in different locations.

To solve the problem and meet the increasing requirements it was essential to unify the access control system on all sites throughout Poland and find a solution that would allow transparent and centralised management of frequently changed personnel authorisation in all locations. Such an assumption was crucial when searching for an appropriate supplier. At the same time, the investor chose to expand the existing system with additional access control readers.

Solutions

In most locations Arvato used the RACS 4 system, with RACS 5 in only one of them. Thus, the client had the chance to fully discover one of the solutions which would meet the stated requirements and ensure an adequate security level. The RACS 5 system has been chosen for its reliability, stability and zero upgrades needed to the existing access control systems.

Additional functions facilitating management of access to rooms have been implemented due to the wide variety of office and area types in Arvato's facilities. Defining access schedules allowed for granting access at certain times (e.g., to the cleaning company) and facilitated permanent door locking and unlocking by swiping the card through the reader once.

The RACS 5 platform also allowed the logical division of its resources into partitions based on the regions where the facilities are located. This facilitated assigning them to regional operators responsible for the solution's functioning.

The implementation of the new system coincided with the release of its newer version. In spite of the high level of difficulty and the large number of controllers involved, thanks to the professional support of a supervisor from Roger's Support Department assigned to this task and the training of system administrators, the process was completed smoothly and successfully. With the new software version Roger has met the expectations set by Arvato and has introduced such improvements to the system as the MC16 controller memory optimisation and management of authorisation groups by regional system operators.



arvato

Arvato Polska
Distribution Centres

RACS 5

Upgrade from
RACS 4 to RACS 5



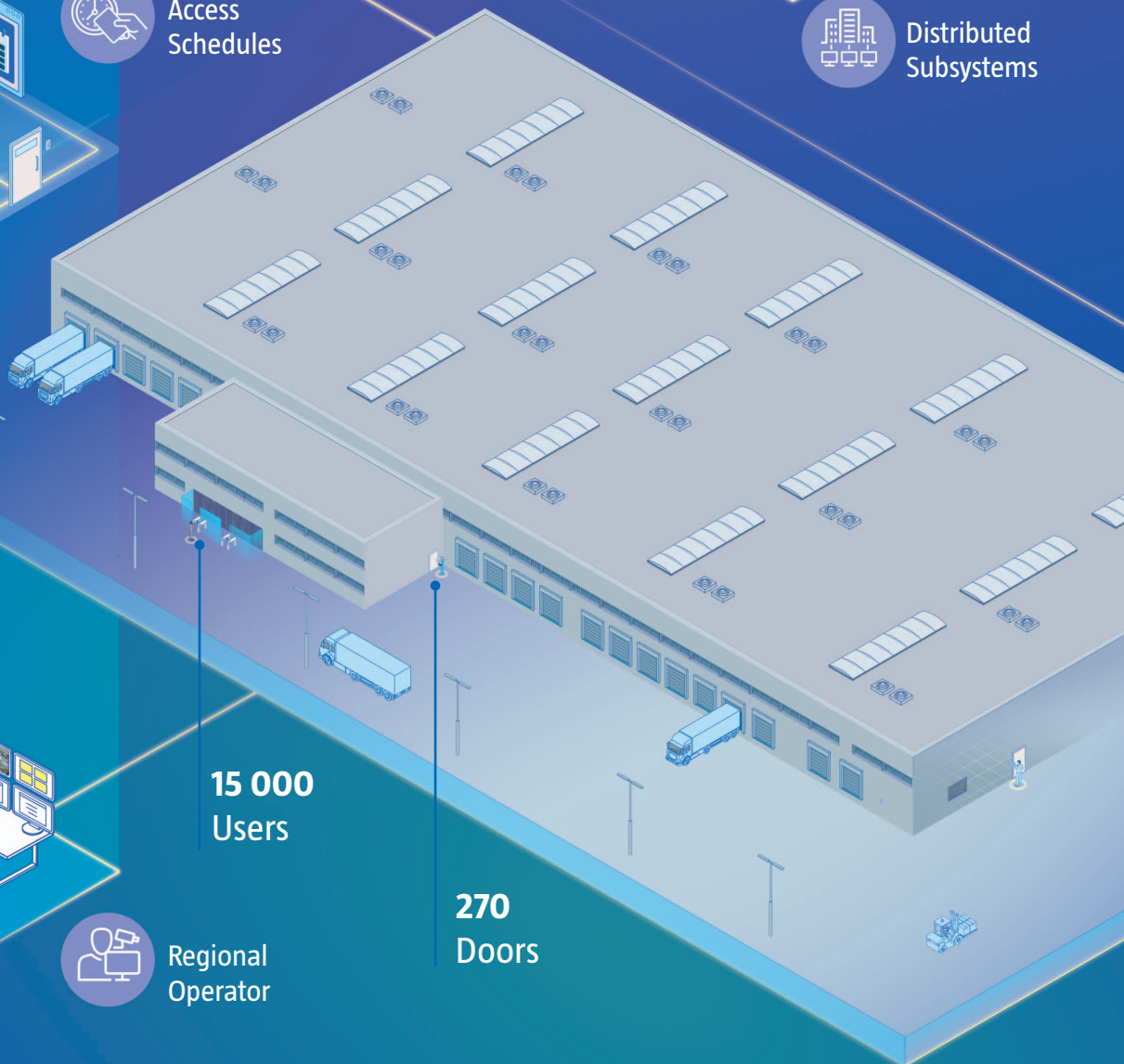
Mobile
Identification
BLE/NFC



Access
Schedules



Distributed
Subsystems



15 000
Users



Regional
Operator

270
Doors

Benefits

The RACS 5 platform has ensured an adequate security level of processed information, including personal data. The client has also gained access to state-of-the-art technologies such as mobile identification or the Microsoft SQL Server database, which have improved the system's user comfort and increased its efficiency.

Splitting the system into partitions controlled by regional operators allowed for satisfying the principle of least privilege, which significantly improved the security level. In line with that principle, each element of the IT system has access only to the information and resources that are necessary to fulfil the specified purpose or task.

Authorisation management within a single software has significantly improved the identity management system, especially as part of the Starters/Changers/Leavers process, which is an essential part of a business with so many employees and locations.

Custom solutions in the departmental offices, such as access schedules, have resulted in limiting the use of conventional keys only to emergencies. The use of Roger readers at the turnstiles at the entrances to Arvato's facilities has allowed efficient recording of time & attendance, counting of the number of people present in the facilities and secure real-time data export to human resources and analytical systems in a single data stream.

By standardising the access control system as part of the solution provided by Roger, Arvato has gained a number of benefits that made it easier to scale, maintain, and introduce additional security measures to its facilities.



Roger Sp. z o.o. sp. k.
Gościszewo 59
82-400 Sztum
Poland

T. +48 55 272 0132
F. +48 55 272 0133
E. roger@roger.pl
www.roger.pl

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