

# Shutting Down Crime for a Major Communication Carrier

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# Problem



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## PROBLEM

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A leading communications carrier found itself plagued by an organized crime ring based in a large North American city. After business hours, the thieves pillaged retail stores, breached safes, and cleaned out each location's entire inventory. Each break-in cost our client over \$60,000 in lost assets and damage.

**After several incidents, the client's security team determined that the criminals had cut the power to the security system.**

The alarm company believed that an Internet interruption caused the power loss, despite other equipment remaining online and functioning properly. The security team failed to convince the monitoring company that the offline security equipment was from a break-in rather than an Internet interruption. The client needed a way to identify when the security system went offline while all other equipment stayed online. They required a solution that would trigger an alert to the alarm company to call the police at the next break-in.

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# Solution

## **The Vunetrix team worked with the client's security team to devise a solution.**

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We installed Vunetrix Network Monitor (VNM) on the client's Enterprise Security Operations Center (ESOC) and set an alert that instantly notified the security team via email if and when the security system went offline. The security team also received alerts through a dashboard, located on the ESOC wall at headquarters, of the entire security network. Whenever a security system breach or power outage occurred, a red warning appeared on the wall. The Security team knew instantly of any problems and could take immediate action.



### THE VUNETRIX NETWORK MONITOR

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We also set up a dashboard view of the entire corporate security network. The dashboard is located on the ESOC wall at the corporate office. Whenever the security system is compromised, a red alert appears on the dashboard. The Security team is notified instantly of any problem and can take immediate action.



## RETURN ON INVESTMENT

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The installment of Vunetrix Network Monitor (VNM) on our client's network was a tremendous success. With help from the alarm company, the local police, and VNM, our client stopped these break-ins from happening altogether. Law enforcement captured and prosecuted six groups of thieves. To make the situation even better, our client reached out to us to share that, by stopping the thefts, the company recaptured the cost of implementing VNM in a mere three weeks. Now that's a fast return on investment!