



## FAST FACTS

### Customer

Involta, LLC

### Technology Partners

Open Options Access Control

Mercury Security

Assa Abloy

HID

Axis

Milestone

Altronix

### Industry

Technology

### Geography

Arizona, Idaho, Iowa, Ohio,

Minnesota, and Pennsylvania

## Involta

### CUSTOMER

Involta, LLC is an award-winning national provider of IT intelligence, end-to-end infrastructure, managed services, and colocation through their enterprise-class, multi-tenant data centers. The company offers a lineup of scalable, reliable, best-in-class services to meet the growing demands of businesses, including 24/7/365 network operations center solutions and managed technical and cloud services, including their Involta PULSE Platform<sup>SM</sup> and Involta CompliantCloud<sup>SM</sup> services platform.

Founded in 2007, Involta has data centers spread across the United States in Arizona, Idaho, Iowa, Minnesota, Ohio, and Pennsylvania. The company serves a multitude of clients in healthcare, technology, manufacturing, government and various other industries where IT is mission-critical, including numerous Fortune 500 companies.

### CHALLENGES

Involta facilities are built in secure, climate-controlled structures and are located in geographic safe-zones. Additionally, their centers have no exterior signage and all staff are trained to follow stringent security procedures for client confidentiality purposes. While these measures play a key role in day-to-day security operations, another crucial aspect to be considered is their physical and electronic security.

Because Involta houses an organization's most critical equipment and disseminates highly sensitive data, their facilities required a layered approach to their security solution – including access control, video surveillance, wireless locks and more – to ensure access is granted only to the appropriate individuals.

“There are several requirements our access control system and overall security solution must be able to meet,” said Thomas Lang, Involta data center manager for the Ohio region. “We refuse to compromise security or performance when it comes to our customers' data and IT infrastructure.”



## SOLUTION

Open Options' DNA Fusion platform was able to meet these requirements and then some. "We implemented Open Options' DNA Fusion in our corporate headquarters back in 2007, and it has since become the standard in access control technology for Involta," said Lang.

DNA Fusion is installed at 11 sites in Idaho, Arizona, Iowa, Ohio, Pennsylvania, and Minnesota and currently has 14 authorized operators. Authentic Mercury hardware panels and other equipment are installed in the head end room of the centers, which is only accessible by authorized Involta staff.

Lang cited the scalability of the software, user-friendly feature set, and ease of use as some of the standout characteristics of DNA Fusion.



Another feature that was non-negotiable for Involta when selecting their access control provider was the ability of the system to integrate with other technologies. DNA Fusion connects with a host of other systems including video management, intelligent locks, critical communications and many more, and has two decades of access control innovation and development to the Authentic Mercury open hardware platform to provide a true open architecture access control solution. Mercury Security is the leading open platform access control hardware provider with over 20 OEM partners, the most extensive feature set available, and the world's largest install base with over 3 million controllers. Multiple manufacturers support this hardware platform, which allows the end user a valuable choice in software. Because of Open Options' commitment to open architecture and their numerous third-party technology integrations, Mercury Security named Open Options one of the company's first Platinum Elite partners in 2014.



Alongside Open Options, Involta works with a number of their technology partners for a customized integrated solution. Some of these include ASSA ABLOY's HES KS100 server cabinet lock with Aperio® technology to secure their cabinets and HID multi-CLASS® card readers to support a variety of proximity cards. The company has also installed Samsung and Axis cameras for video surveillance in both the interior and exterior of the properties, and uses Milestone XProtect® software for their video management needs.

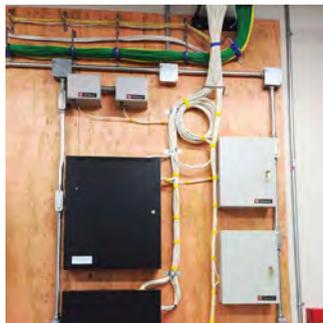
Furthermore, Involta deploys two-factor authentication at high security entrances with Iris ID CAM7 series biometric readers, and powers various components of their solution, including electromagnetic locks and PTZ cameras, with Altronix products.



In addition to its impressive portfolio of integration partners, DNA Fusion also houses a number of userfriendly features within the software, including drag and drop capabilities, the option for custom toolbars, and instantaneous reporting.

“DNA Fusion is extremely intuitive and has a wide array of features that prove to be very valuable in our operation,” said Lang. “Time schedules and access levels are two features in particular we utilize in our daily operations to streamline access for our nearly 200 employees. We appreciate DNA Fusion’s ability to recognize assigned authority and schedules to make sure proper access is being observed.”

A recent improvement to Involta’s security solution at the Akron data center is the addition of Open Options’ mantrap controller. Lang worked with their integrator company to make sure the implementation and execution went smoothly. The mantrap feature is unique to a designated area containing two or more doors that the customer wants to strictly control access to. During the operation of a mantrap, when a single door is open, no other doors will open until the initial open door closes. “The addition of the mantrap controller has heightened the security of our customers’ assets even more,” Lang said. “It essentially allows us to separate non-secure areas from secure areas and prevent unauthorized access.”



In order to manage their security remotely, Involta utilizes DNA Fusion’s web application, Fusion Web. This allows operators to take advantage of the critical features of DNA Fusion – such as managing personnel, addressing alarms and events, and controlling doors – from any supported web browser.

Because Involta logs and retains access and events for auditing purposes, their employees find DNA Fusion’s ability to run custom reports extremely helpful.

“Open Options’ DNA Fusion software and supporting products, coupled with their excellent customer service and support, have proven time and time again they are the best choice for our access control needs,” said Lang. “We look forward to implementing DNA Fusion in our new facilities as we continue to grow.”

Involta has opened two new data center locations in 2017 alone – one in Cleveland, Ohio and Pittsburgh, Pennsylvania – and continues to look at underserved markets for future expansion opportunities.

