



## CASE STUDY

# BlackHawk Delivers Smarter Security While Reducing Costs Immediately

*Leveraging its 35 years of oil and gas experience, BlackHawk Datacom created a smart gate access solution to help operators reduce their costs while improving their site security.*

“ On interior gate locations, GateHawk is the perfect solution for what we want to do, and it has delivered a great cost savings each month. ”

## EXECUTIVE SUMMARY

An operator needed to urgently reduce costs but maintain the integrity of their security. The South Texas and Gulf Coast Regional Security Supervisor had a challenge on his hands, and initially didn't think he could utilize technology to solve his problems. "I felt that we needed the person to person interaction with our visitors." However, after analyzing their operating processes, he realized that they would benefit from using technology at multiple locations. "We identified some locations where officer presence would be important and several other locations where they needed access control and documentation, but didn't need someone standing there."

After assessing multiple options for the other gates where technology seemed to be a better alternative, the Security Supervisor turned to BlackHawk Datacom's GateHawk solution. His decision has proved to be a good one. "On interior gate locations, GateHawk is the perfect solution for what we want to do, and it has delivered a great cost savings each month."

In this case study you'll read about the details of the operator's challenges, how GateHawk has addressed those challenges, results and actual cost savings, and the future plans that they have for their partnership with BlackHawk Datacom.

## CLIENT CHALLENGES

The operator was looking for ways to save money, but was reluctant to move away from gate guards at any location. "I felt we needed the person to person interaction at every gate", claimed the Security Supervisor. After looking at alternatives to Level 3 guards, he realized that without technology it would be close to impossible to sustain their level of security and professionalism, and save money.

After taking the plunge and deciding to explore technology options for securing their gates, he ran into another challenge: choosing the right technology partner.

## HOW BLACKHAWK DATACOM HELPED

There were three outcomes that were important to the operator: **reduce costs, have knowledge and documentation of their visitors, and have the capability to review anything on video.**

While all three of these benefits were imperative, delivering them while upholding a professional image was also necessary.

As a solution, they chose BlackHawk's GateHawk Managed Security Solution. Not only has the technology and service provided by GateHawk delivered on the operator's requirements, their intimate knowledge of the harsh and remote environment they were dealing with proved to be a major benefit during the implementation.

“It’s been a pleasure working with BlackHawk so far. Our representative, Matt, goes out of his way to show me that he’s doing more than just trying to make a buck. He puts in the effort to walk sites even before there is a budget or commitment to a sale. The monitoring staff in the SOC do a super job. I’ve been nothing but pleased and look forward to bringing on more GateHawk systems.”

The Security Supervisor recalls, "Most of the companies were relying on me and my staff to perform much of the legwork. We had to provide the forklift, truck, etc. BlackHawk understands our environment out here and has everything ready to roll. Once I gave the word, they took care of everything."

## RESULTS

### The results speak for themselves.

In its current configuration, GateHawk has reduced costs on the one entrance by about \$19,000 per month. Even though this particular gate location was managed by Level 3 guards at a premium price, the customer's analysis still shows a significant cost savings over the least expensive personnel. "... and an automated gate doesn't turn the other way like some mom and pop personnel might consider doing."

On top of the cost savings, the Supervisor is quick to mention the other benefits being realized: "I have the capability of reviewing anything on video, and I know who is going in and who has gone out."

The operator is so pleased with the GateHawk Managed Security Solution that they're planning on bringing other entrances on board soon.