

Enhancing Security Operations Beyond Two-Way ACS Integration Limits

A case against a two-way integration with your ACS

HiveWatch's functionality is focused on being a Security Operations Platform. In doing so, we aim to ingest and aggregate data from disparate sources, correlate that data, and provide relevant and actionable information to the security operator, allowing them to do their job better. With that being said, HiveWatch currently does not provide a two-way integration with access control systems – and it's a conscious decision, not a technical limitation. Bi-directional ACS syncs are antiquated and out of date.

Downfalls of a bi-directional ACS sync:

- Bi-directional integrations with access control systems increase complexity and decrease stability
- Upgrades and new versions of the ACS software can cause issues with the integration, requiring changes, new configuration, or most significantly, downtime
- When there is a bi-directional ACS sync, noisy or duplicative events are often filtered. Alarms that are generated in the ACS should not be eliminated but evaluated to ensure the root-cause of the false alarm is actioned upon
- Bi-directional syncs increase the deployment timelines for the system and often require substantial ongoing human maintenance and program costs

FOR EXAMPLE:

There's a backlog of alarms in the ACS caused by a faulty door contact. It would be bad practice to simply clear all of those alarms. In order to reduce the noise and keep it from happening again, an operator's best practice would be to put in a ticket to actually fix the problem - not ignore it.

When optimizing your Security Operation, these are the types of strategic choices that will create virtuous behaviors in your organization and mitigate the anti-behaviors that lead to ignoring problems.

With a system like HiveWatch, meaningful program data no longer exists in your ACS. HiveWatch brings together the data from ACS, video, and other systems and makes that data available and relevant at the program level.

Operators should be focused on day-to-day operations and not distracted with noisy ACSs.

