



INNOVATIVE SECURITY MANAGER™ TAKES SECURITY OPERATIONS AT COPENHAGEN AIRPORT TO NEW HEIGHTS

The Security Operations Center (SOC) at Copenhagen Airport manages their security operations with Innovative Security Manager™ - a versatile solution for establishing the best operational overview in real-time, optimising incident and resource management through highly automated task registration, efficient resource allocation and execution, automated documentation and data collection for enhanced planning.

Challenge

Security Operations at Copenhagen Airport (CPH) has experienced a strong growth in the recent years, due to an increase in the number of passengers as well as new regulatory requirements. Consequently, it was essential for CPH to acquire a new system that would make their airport security operations more efficient. CPH had a critical need for a solution for establishing the best possible operational overview for their guards and operators/dispatchers. Furthermore, they wanted to achieve a more efficient data collection and documentation.

Solution

Innovative provided CPH with a planning and dispatching solution, which can create and assign different tasks to airport guards, while providing them with the complete overview of the security situation at the airport 24/7/365.

The task and resource management system provides automatic and manual generation of tasks, which CPH then assigns to airport security guards via handheld devices. In addition, the system optimises guard dispatch by taking into account various parameters, such as task priority, guard availability, guard proximity, etc.

Innovative Security Manager™ features

- Task and Resource Management
- Reporting system
- Map module

- Mobile device ISM app for Android™
- Indoors/Outdoors positioning module
- Integration to existing VHF radio
- Dispatch module (eg Public Safety Answering Point, PSAP)

Results

Innovative Security Manager™ has provided Copenhagen Airport with a future proof solution that enables CPH to stay in total control of the current security situation, generating reliable documentation and optimising the performance of the security personnel. CPH has also reduced response times by using the nearest resource based on a live location via indoor and GPS tracking. All in all, they have achieved a higher degree of security and quality in problem solving, getting the most of their security investments.



For many years, Copenhagen Airport has experienced a strong growth in both the number of passengers and new regulatory requirements. We chose Innovative Security Manager™ because we wanted to increase capacity at our Security Operations Center by automating tasks and by being able to automatically determine the nearest resource at any given time - indoors or outdoors.

Johnnie Muller
Security Manager at Copenhagen Airport

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