

# Toronto Pearson International Airport and SAFE

## Canada's busiest airport reduces wait time for credentialing 45,000 employees, vendors and contractors each year by 96 percent.

### About Toronto Pearson International Airport

Toronto Pearson, under governance by the Greater Toronto Airports Authority (GTAA), handles 30 million passengers per year, employs more than 33,000 people and is an important economic engine for Toronto and all of Southern Ontario. The airport's Pass/Permit Control Office (PPCO), which issues restricted area identification/access control cards and passes for employees, serves an average of 175 clients per day and more than 45,000 employees and contractors each year for a wide variety of pass/permit requests.

### The Challenge

Because every employee of every airline, shop, food vendor, contractor and consultant working at Toronto Pearson—as well as airport employees themselves—must be processed by the PPCO, this function is critical for the economic vitality, operation and security of the airport. Toronto Pearson needed a system that could keep up with demand, ensuring that important staff started work in a timely fashion while maintaining high levels of customer satisfaction.

After an extensive RFP process, the GTAA selected Quantum Secure's SAFE as the technological answer to the many challenges involved in the time-intensive process of the PPCO. SAFE represents a customizable software solution that could accomplish these tasks—without having to replace the whole system.

### The Quantum Secure Solution

The SAFE suite of software enabled Toronto Pearson to incorporate existing, fragmented physical security processes and systems into its larger IT infrastructure, automating many of the previously physical, labor-intensive tasks of credentialing employees. It also made the applications more user-friendly, with better customer service, while leveraging the productivity opportunities available from the technology infrastructure.

Based on these preliminary results, the airport expects it will meet the following goals:

- Average cost per customer from \$49 to \$35, a **28% savings**
- Average wait times from 560 minutes to 20 minutes, a **96% reduction**
- Average service time from 74 minutes to 25 minutes, a **66% decrease**

### The Challenge

Disconnected physical and IT systems; time-intensive manual operations; costly, high-risk security environment.

### The Solution

Since initiating the use of SAFE for its identity management and access control security systems, Toronto Pearson has realized reductions in credentialing processing time, along with related cost savings.



## SAFE Physical Identity & Access Manager

Quantum Secure's SAFE Physical Identity and Access Manager™ allows enterprises to manage the lifecycle of identities as they relate to physical access, providing the agility and security of a centralized “policy-based” framework, resulting in reduced operational costs and risks. SAFE Physical Identity and Access Manager provides a comprehensive range of functions, including:

- Synchronized on-/off-boarding
- Access profile & zone management
- Role-based physical access

## Simplifying Your Security Operations

SAFE Physical Identity and Access Manager infuses industry “best practice” business processes to streamline access request and approval processes—across multiple types of people, user-access profiles and physical access systems. This approach allows you to create business policies/rules and workflows using graphical “drag and drop” functionality, without any programming knowledge.

As a result, security managers can deploy proven best practices using graphical whiteboards, enabling diverse physical security systems worldwide conform to consistent corporate policies. In using pre-packaged approval, provisioning and termination workflows, users can automate and streamline physical security tasks, quickly removing the need for manual reliance on such processes.

## SAFE Key Features & Benefits

- **Streamlined operations, reduced costs**—*Automate identity-related tasks such as provisioning and termination to reduce inefficiency and improve service levels across global facilities*
- **User and group access definition**—*Define access levels within your organization by title, role and location*
- **Easily manage “un-trusted” cardholders**—*Simplifies control of vendors, suppliers and other third-party identities across your global organization*
- **Robust integration framework**—*Easily connects to multiple PACS brands and with all major HR, IdM and LDAP systems*
- **Visual editor**—*Makes customized policies simple to create and maintain*

**Quantum Secure is the exclusive provider of enterprise software to manage and streamline security identities, compliance and events across disparate physical security systems.**

Identity & Access Management	Compliance & Risk Management	Event Management
<p><i>SAFE Physical Identity &amp; Access Manager</i></p> <p><b>Related Modules</b></p> <ul style="list-style-type: none"><li>• Self Service Portal</li><li>• Visitor Manager</li><li>• Access Profile Manager</li><li>• Web Badging</li><li>• Smartcard Enrollment Manager</li><li>• Physical Asset Manager</li><li>• External Entity Manager</li></ul> <p>➤ <b>More Information</b></p>	<ul style="list-style-type: none"><li>• Physical Access Compliance Manager</li><li>• Compliance Regulator</li><li>• Correspondence &amp; Notification Manager</li><li>• Infraction Manager</li></ul> <p>➤ <b>More Information</b></p>	<ul style="list-style-type: none"><li>• SAFE Event Manager</li><li>• Incident Management and Reporting</li><li>• Video Matrix and Guard Tour</li><li>• Standard Response Workflow Management</li><li>• Trend and Performance Reporting</li><li>• Object Tracking</li><li>• Mobile Client</li><li>• Integration with PACS, Video, IDS, Intercom and other sensors</li></ul> <p>➤ <b>More Information</b></p>

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