HiveWatch

Since everyone's going virtual ...should our GSOC too?

How HiveWatch saved a gaming company time, money, and a headache

THE BACKGROUND

A popular American social game developer's security team was facing uncharted territory when the COVID-19 global pandemic started in early 2020. Like many others, the company quickly moved their employees to working virtually, but still needed to protect their physical assets and headquarters (even if they were mostly vacant). It was time to take a step back, reevaluate their physical security strategy, and find a proper solution.

THE CHALLENGE

The idea of needing full time people dedicated to watching the alarms and cameras on site at their Global Security Operations Center (GSOC) no longer made financial sense.

> **Prior to the pandemic, GSOC operators would respond to an average of 100 emails and 500 alarms a day. After lockdown, the number went to only about 10 emails and 5 alarms a day.**

They were paying hundreds of thousands of dollars a year to staff and upkeep a solution that no longer seemed all that necessary.

THE SOLUTION

Enter HiveWatch's virtual GSOC (vGSOC). The vGSOC utilizes HiveWatch's own in-house state-of-the-art GSOC, HiveWatch OS, and trained team to service organizations with limited security resources, or those looking to make changes or transitions to their existing programs. The HiveWatch team helps design and implement a custom program to complement the individual needs of each customer.

THE OUTCOMES

Cost Savings

The company immediately saw substantial cost savings as they switched from an entirely in-house and on-premises GSOC staffed by third party security guards, to HiveWatch.

> 💬 **"Switching to HiveWatch saved us $300-400K/year," said the gaming company.**

Quality of Service

Refined processes with GSOC managers over time helped the company get to the level of security they wanted to be at. "The operators are a higher caliber [at HiveWatch] than you're going to find in general from a guard provider." The tenure of HiveWatch GSOC operators far exceeds those of other vendors, allowing them to really understand the account, and become educated in security's best practices.

More Time for Strategic Projects

Another unplanned advantage of using HiveWatch's vGSOC: the team's lessened operational burden, resulting in increased time for more critical projects. Less time sensitive projects had been put on the backburner as the team constantly worked to put out fires. The company even admitted that their security practices had gotten somewhat complacent and hadn't been revisited or reworked in years. They were missing out on new technologies, optimizations, and proficiencies. In addition to time back, HiveWatch was able to take an outsider's look at the company's current strategy, and quickly bring it up to speed.

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