



The Premier  
SAFETY, SECURITY & AUTOMATION  
**Integrator**

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**Case Study**

# A Security Management Solution for East Africa’s Biggest Telco



Safaricom PLC is a listed Kenyan mobile network operator headquartered at Safaricom House in Nairobi, Kenya. It is the largest telecommunications provider in Kenya, and one of the most profitable companies in the East and Central African region. The company offers mobile telephony, mobile money transfer, consumer electronics, ecommerce, cloud computing, data, music streaming, and fiber optic services. It is most renowned as the home of MPESA, a mobile banking SMS-based service.

Safaricom controls approximately 63.5% percent of the Kenyan market as at 30th June 2019, Safaricom had a subscriber base estimated at approximately 33.1 million.

**Project Info**



**Customer**  
Safaricom PLC



**Region**  
Kenya, East Africa



**Product/Solution**  
CEM AC2000 Security Management



**Sub-systems**  
- FireClass Fire Detection  
- DSC Intruder System



## Risk & Challenges

Being a telecommunications provider comes with its own challenges of having different types of facilities that provide different support to the overall business, from office spaces, data centers, switch rooms and retail stores etc. around the country, this also means having to deal with different operational issues that cannot in any way compromise the business continuity processes but at the same time ensure security and the safety of people and equipment.

Being the market leader within a very intense and changing geo-political environment, communication and services should always be at a 99.99% availability thus making sure accessibility and reporting of the situation at hand should also be available to ensure firm decision making.

## Business Need

Having already deployed independent access control systems around the country there was a need to standardize and centralize the system in various locations in order to be able to monitor and control movement while at the same time give visibility to the department.

With various other security systems such as surveillance already having been deployed a security solutions platform was required in order to ensure that the existing investments would not in any way be forfeited but at the same time the platform would allow for integration of the various different systems and thus enhance operations.

At the same time the solution or platform should be scalable and open to allow for further future enhancements.



## The Solution

Upon reviewing the client requirements, the AC2000 from CEM Systems a Tyco Security Products Company and recently acquired by Johnson Control Inc. was chosen in order to provide Safaricom Ltd with a platform that could not only achieve what was expected but at the same time provide the basis to allow for the company to further build upon.



CEM Systems is a leading provider of access control and security management systems. With over 25 years' experience in the security and IT industry, CEM manufactures both the access control system hardware and software. This uniquely offers unparalleled levels of flexibility in selecting a complete access control solution that is able to meet various security needs.

AC2000 access control and security management system has been successfully installed at some of the world's largest facilities including oil refineries, ports, airports, hospitals, casinos, universities, corporate premises and more. Continuously developed to meet the most complex of security needs, AC2000 provides a highly stable, proven solution for installations where security is of paramount importance and Integrating to existing systems to enhance operations



## The Solution

# CEM AC2000 Security Management System



Central Monitoring Security Hub



Web Dashboard & Reporting

## Operational Features

Leveraging on the Solution Safaricom Ltd has been able to in a very short time make use and implement various operational applications which thus allow for operations to be much smoother

**877+**  
Access Control Doors

**10000+**  
Access Card Holders

**87+**  
Geographical Locations



Photo ID Badging



Anti passback



Visitor Management



Elevator Control



Guard Tours



Threat Levels

**milestone**  
XProtect® Video Management System

**Arecont Vision**  
IP Surveillance Cameras

**DSC**  
Intruder Alarm System

**FIRECLASS**  
Fire Detection System

**traka**  
Key Management System

## Integrations

With AC2000 and its open architecture and ability to be able to Integrate to various 3rd Party Solutions, IFSS Ltd was able to carry out multiple software based integrations.

## Sub-systems

- AC2000 Web
- AC2000 Failover
- Security Hub
- Visitor Management
- Traka Key Management System



In a fast moving world Safaricom  
relies on CEM AC2000, a  
powerful access control and  
security management system.



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