

# Project Profile

## Digital Island: Centralized Worldwide Security with Andover Controls



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*Patrick Nagle*

*—Manager of Global Physical Security, Digital Island*

San Francisco-based Digital Island is one of the world's premier e-business service organizations. It provides the infrastructure for electronic business, with a worldwide network that includes dedicated private networking, and data centers in Honolulu, San Jose, Los Angeles, New York, Boston, London, Hong Kong, and Tokyo. These facilities link the company's customers directly into 35 countries through more than 2,550 connected servers. It's all part of a nearly \$50 million push to increase performance and speed e-business transactions by placing content near the people who use it and connecting data centers to this network of "edge" servers. This proximity improves performance by sidestepping the Internet traffic jam.

The global scale and fast response time of this network enabled Digital Island to successfully webcast television shows such as "The Drew Carey Show" and Madonna's Web-only performance, which was seen by 9 million people online and involved moving more than 3.6 terabytes of data. It lets the world's number one music company, Universal Music Group, handle customers digitally downloading and paying for music a single track at a time. When Bill Gates holds a live video conference, it's Digital Island that's streaming it. And when Cisco, a leader in Internet routing equipment, created its customer support web site, it turned to Digital Island. Other Digital Island customers include the Reuters news agency, National Semiconductor, international financial services firm UBS Warburg, and financial software leader Intuit. Some of these customers have Digital Island host their e-business, and others co-locate servers and equipment at the company's data centers. Eventually, Digital Island plans to serve up 7.5 million simultaneous multimedia streams to end users from its data centers.

Customers can save as much as 90 percent of their costs by turning hosting and network management services over to Digital Island. However, even more important than these savings is the value of the security and the transactions completed through the guaranteed security and service levels provided by Digital's Island network.

Security begins at the data centers, which incorporate the strictest standards. Digital Island uses video surveillance with digital storage, biometric hand readers, and other equipment to ensure security at each of its data centers.



Given the nature of e-business, the company also has to do this in a rapidly changing situation, with facilities springing up in response to surging demand. "At any given time over the last year we've probably had four or five active projects divided by 3,000 or 4,000 miles," comments Patrick Nagle, Digital Island's manager of global physical security.

### ***GES Provides a Single, Worldwide Contact***

Digital Island wanted to work with one supplier that could not only install its worldwide security systems, but also provide a single contact for support anywhere. So Digital Island turned to Andover Controls, whose *Continuum*<sup>™</sup> security management product provided the solution, and whose Global Engineered Services (GES) group provided the single point of contact. GES does for security what Digital Island does for information: it provides management, coordinates suppliers, and delivers the goods. The scalability feature of the *Continuum* system allowed GES to easily expand on the successful initial *Continuum* installation at Digital Island's world headquarters in San Francisco by *WBE Security Control Systems*.

### ***Continuum Provides Enterprise-wide Security Management***

*Continuum* provides Digital Island a *single, global solution* for security management. Its capabilities include enterprise-wide access control and intrusion detection, and global badging, plus *DigitalSentry* digital storage and CCTV surveillance. (*DigitalSentry* is the product line of Integral Technologies, Andover Controls' Indianapolis, Indiana-based video division.) The *Continuum* Security Management system also integrates to Digital Island's fire, intercom, paging, elevators, and person duress transmitter systems.

Digital Island's workstation operators supervise and monitor the *Continuum* system using an intuitive graphical interface — viewing critical data, processing alarms, and performing day-to-day system administration and maintenance tasks. This is done on-site at each center, but it can also be done remotely from the company's San Francisco headquarters. The *Continuum* system ensures Digital Island additional network reliability by routing all system alarms to their Network Operating Centers.

### ***Network Supports Multi-level Security — Anywhere***

Many of the Digital Island data centers include internal and external surveillance cameras, with digitized video stored on a hard drive, and accessible with the click of a mouse *from anywhere on the worldwide network*, including Digital Island's security control center in San Francisco. This level of traceability is needed because customers who co-locate their equipment in a Digital Island facility typically will have their own technicians working on it.

Consequently, co-location also brings with it the need for Digital Island to provide multiple layers of security and tracking. For example, parts of the facility that are accessible by customers may use hand scanners and proximity card readers to control access. Sensitive areas may require an extra layer of security. "Entering the facility requires two forms of identification for some mechanical rooms," Nagle explains, "as well as a validated access card, plus a four- or five-digit PIN code that you must enter. Fortunately, *Continuum* allows this."

*Continuum* also offers Digital Island automatic e-mail report distribution. This feature is especially beneficial in co-location sites, as it allows distribution of access events reports on a daily basis to the appropriate managers of each area.

**GES Team and Rep Network Work Together to Assure Fast Response**

Some data center tenants want additional security features installed. That means Andover Controls must be able to integrate, for example, additional surveillance of co-located servers or more hand scanners to control access to a room in a data center. Accommodating that can be a formidable chore, because organizations can change their plans and procedures, and the chance for that goes up as more groups become involved. Nevertheless, Nagle says, Andover Controls has been up to the challenge. Warren Rosebraugh, Andover Controls’ Director, Global Engineered Services Group, agrees. “We got a call on a Friday saying that Digital Island needed more security doors in their Hong Kong data center. A project manager was on a plane to Hong Kong that afternoon, and the doors were installed on time.”

“They’ve played an integral role in developing that response and working through that with us,” notes Nagle.

“Adam Williams, the GES Project Manager for Digital Island, works with our network of local Andover Representatives to install the systems, make sure they work properly, and maintain them,” notes Rosebraugh. “GES is open to working with its customers using whatever methods are best for their particular situation. For example, in the Digital Island case, we are also partnering with a local Andover Controls HVAC Representative, *Energy Logics*. They are installing *Continuum* to monitor the generators, fire systems, power distribution systems, and computer room units at Digital Island. This partnership provides Digital Island a global alarm system and reduces costs.”

**Cooperating to Push Data to the Edge**

As for the future, Digital Island continues to push data to the edge. Andover Controls is helping Digital Island retrofit existing data centers and equip new ones across North America, throughout Europe, and in Asia. Each is built to a template that provides secure access. Even with such a blueprint, however, Digital Island still needs a strong security partner, and for that the company depends on Andover Controls. Such reliance is built on performance.

“When it all washes out, Andover Controls performs superbly,” remarks Nagle. “I’ve been very happy with them, both as a vendor and as a group of people whose hard work and dedication have met our very demanding time lines.”



**PROJECT AT A GLANCE:**

**Project Type:**  
Security

**Project Name:**  
Digital Island

**Location:**  
Worldwide, including Honolulu, San Jose, Los Angeles, New York, Boston, London, Hong Kong, and Tokyo

**Market Segment:**  
Data Centers

**Number of Buildings:**  
17

**Total Square Feet:**  
1.2 Million ( 111,480m<sup>2</sup>)

**Continuum Equipment Installed:**  
21 – NetControllers  
13 – CyberStation Workstations  
200+ – I/O Modules

**Digital Sentry Equipment Installed:**  
9 – DigitalSentry VAU/Server Units  
(DigitalSentry Client Software is running on multiple workstations systemwide)

**Network:**  
Fiber Optic WAN (Ethernet TCP/IP)

**Applications:**  
Access control  
Security management  
Intrusion detection  
Alarm monitoring  
Digital CCTV  
Video storage  
Photo badging

**Third-party equipment and/or drivers:**  
Recognition Systems Hand Geometry Readers

**Number of Controlled Doors:**  
200 +

**Number of Cardholders:**  
1200 +

**BMS:**  
25,000 points  
20 - *Continuum* NetControllers  
100 - *Continuum* I/O Modules

**Andover Controls Representative:**  
Andover Controls Global Engineered Services Group

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