

Microsoft Global Security Operations Centers

OVERVIEW

Customer Profile

Microsoft's global security operations centers (GSOCs) monitor the safety and security of the company's facilities and operations around the world.

Business Situation

To monitor Microsoft's global interests, GSOC operators were using dozens of separate data sources and proprietary technologies. The company sought to integrate information from these sources into a single application that would help operators spot problems and react more quickly to potential threats.

Solution

Using Visual Fusion, SharePoint, and Bing Maps, Microsoft implemented an application that incorporates internal security data, live video feeds, Web news feeds and more in an interactive map view. Security workers now have instant access to the information they need to evaluate risks and take action.

Microsoft empowers its security workers to respond quickly to world events by consolidating security data in a solution built with Visual Fusion.

Summary

Microsoft's global security operations centers (GSOCs) dramatically improved their ability to respond to emergencies around the world by deploying a new security application using Visual Fusion. The application integrates data from local security staff, live video feeds, alarm system messages, and Web feeds in a map-based view.

Situation

To monitor its interests and facilities around the world, Microsoft maintains global security operations centers (GSOCs) in Redmond, Washington; Reading, England; and Hyderabad, India.

Workers at these centers are constantly monitoring 700 Microsoft properties (sales offices, regional headquarters, data centers, etc.) and thousands of employees. They receive and can review live video feeds from 8,500 security cameras and alarm messages from over ten thousand card readers. They watch newsfeeds from around the world in order to spot natural disasters, political upheavals and other situations that may affect Microsoft facilities and personnel.



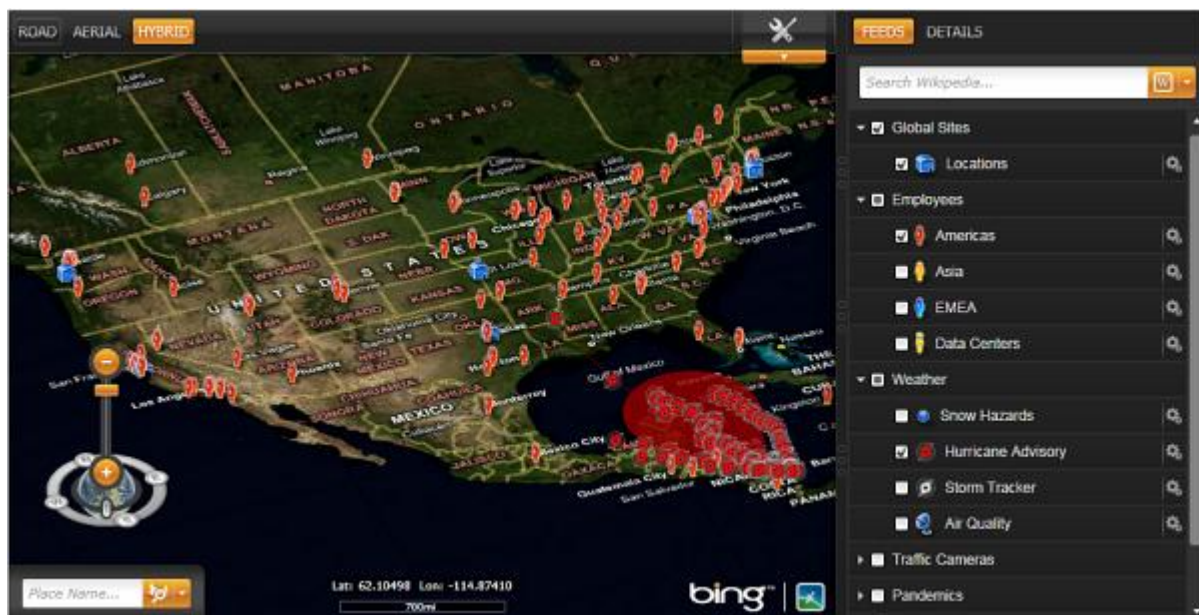
From displays like these, Microsoft security operators monitor the status of company facilities around the world.

Before updating its GSOC systems, Microsoft's security operations used about 60 proprietary technologies that didn't interoperate. When an important event surfaced on a newsfeed, it was a challenge to determine which facilities might be affected and to bring the right people into the loop. To react more quickly, security workers needed better tools.

Solution

Using Visual Fusion, SharePoint, and Bing Maps, Microsoft implemented a new application that gives security workers instant access to the information they need to evaluate risks and take action. Local security personnel in all of Microsoft's offices worldwide fill in and update InfoPath forms with information about how many people work in the facility, local emergency contacts and other details. Each time they update a form, the new details are automatically sent to SharePoint.

Through Visual Fusion, the locations of these facilities are plotted on an online world map (Bing Maps). When security workers see a major news event happening anywhere in the world, they can locate the nearest company facilities on the map, click on those icons, and see all the details the local security people have submitted. This allows them to begin working right away with employees at the affected locales.



The Visual Fusion application unites internal security data, live video feeds, alarm system alerts, Web news feeds and more, for a comprehensive security picture.

Nearly all of the information previously available through different technologies is now integrated into this single system. In addition to the information available from SharePoint, security workers can view building schematics, security camera feeds and card reader alarms through the Visual Fusion details panel for each facility. Newsfeeds from the web can be added at will.

Benefits

By mapping the location of Microsoft properties, the application makes it easy to see at a glance which facilities may be affected by an emergency. By making all security information available from the same system, it allows workers to react more quickly. For example, when an earthquake hit India last in 2009, security workers were able to zoom into the epicenter of the quake and discover two Microsoft offices within 50 miles. Using data from the system, security personnel immediately began making calls to account for all workers.

By uniting all security information in a single, map-based view, the system lets Microsoft respond to threats, summon emergency services, and assure worker safety around the world.

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About Us

IDV Solutions[®], a Microsoft Gold Certified Partner, is a software company specializing in enterprise mashups.

IDV's Visual Fusion[®] software helps organizations consolidate existing data, unlock data silos, and leverage outside data feeds, all in a single platform.

IDV assists Global 2000 and government organizations in making their information more accessible, understandable, and contextual.