

## CASE STUDY

# The State of Maine Property Management Division Enhances Security with Traceability Solution



*CaptureTech customizes key management solution to increase efficiency, security, and reliability for state assets.*

## Background

The State of Maine Property Management Division (PMD) is a core department of the state's Bureau of General Services, supporting its mission to create and maintain a physical environment that supports a safe and productive experience for both state government employees and visitors to State of Maine facilities. In particular, the State of Maine PMD oversees facility maintenance in seven service areas, including: Building Control Center; the lock shop; carpentry, painting, and windows; electrical; grounds; heating, ventilation, air conditioning, and plumbing (HVAC); and housekeeping.

## Challenges

The State of Maine PMD's role includes managing the lock shop for all of the state building keys under the Property Management Division.

As a government entity, the division is responsible for securing and managing access to government buildings. The division lacked an efficient system for identifying and locating misplaced keys. If keys were unaccounted for, the state had to rely on taxpayer funds to cover replacement costs instead of allocating those funds for new state initiatives.

In order to perform its duty and properly protect citizens, the division sought a key management solution that would increase efficiency, security, and reliability.

## AT A GLANCE

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### Challenges

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### Solution

Capture Tech deployed the KeyConductor, KeyCop key rings, and the WebManager for greater control and visibility of state property keys.

CaptureTech customized the interface to read the state's proximity badges, allowing employees to tap their badge for identification & access the cabinets.

### Results

In addition to increased security and visibility to their assets, the solution also improved employee efficiency by allowing them to arrive directly to their designated work building and quickly obtain the keys they need.

The solution needed to include a traceability function to create accountability among staff and contractors. In addition, they required proximity badge compatibility for optimal security and authoritative access.

## Solution

Due to the intricacy and nature of the requested solution, the State of Maine PMD turned to CaptureTech, a traceability solutions company with expertise in key and asset management, to implement a key management solution.

CaptureTech recommended **KeyConductor** electronic key cabinets as a management solution because they offer optimal security. Beginning with one electronic key cabinet, the State of Maine PMD and CaptureTech engaged in continuous and open conversations to customize the solution to fit the organization's needs. Ultimately, CaptureTech deployed a total of ten electronic key cabinets varying in size to fit 12 to 60 keys.



The implementation of the electronic key cabinets allowed the division to designate employee access to the cabinets and select keys for their specific duties through identification software. KeyConductor cabinets allow users to open each cabinet and select only keys that are highlighted based on predetermined access. The cabinet will not highlight and unlock any keys that are not designated for that specific user, keeping the remaining keys secured within the cabinet. This system allows the state to increase security and ensure staff members and contractors access

to correct keys for their duties.

In addition to the cabinets, CaptureTech deployed **KeyCop intelligent key rings** to offer traceability. KeyCops use barcode and RFID technology to track and trace keys.

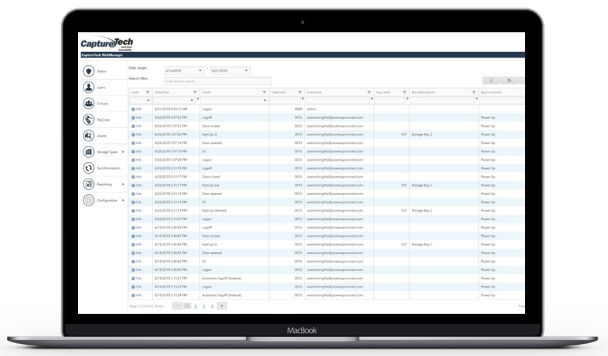
"With so many facilities, we needed a solution that would keep our keys protected and increase efficiency for employees and contractors," said Gary Tibbetts, State of Maine, Bureau of General Services / Property Management Division. "We were able to deploy KeyConductors in strategically accessible locations across our campuses to increase efficiency in accessing keys while also keeping them stored more securely."



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CaptureTech recommended the **CaptureTech WebManager** for greater control and visibility of state property keys. This software enhances the benefits of KeyConductors by allowing the State of Maine to register all organization activities in a central database. CaptureTech WebManager supports the State of Maine PMD's need for accountability among employees and contractors, as the software stores data showing who has which key, when they checked it out, and when they returned it. The web-based application also improves management reliability and provides a secure record keeping of state resources and assets.



As a government entity, the State of Maine PMD required a solution that would be compatible with proximity badges for heightened security. Standard KeyConductors are opened through a pin code interface; however, CaptureTech customized the boxes to read the state's proximity badges, allowing employees to simply tap their badge for identification and access to the cabinets.

After the initial installation, the State of Maine upgraded its proximity badge system to a new HID smart card platform for greater security. CaptureTech then created a custom reader to fit the State of Maine's new security badges. To ensure success, the CaptureTech team was on site to implement the new system and re-install all units with new frames designed to fit the upgraded proximity badge reader.

## Results

Through clear communication and a strong partnership, CaptureTech was able to provide a custom

solution to best serve the State of Maine PMD's needs. As a government agency, it's vital for management to be able to track and control its important assets—in this case, keys—and the KeyConductors, KeyCops, and CaptureTech's WebManager have increased security for the State of Maine.

The new key management solution has also improved efficiency for the employees and contractors within the division. Before CaptureTech's solution, employees had to go to a different building to receive their keys at the start of every shift. Now, with the security and predetermined access features in KeyCops, employees can arrive directly to their designated work building and quickly obtain the keys they need.

As a government employee protecting state assets, it can be difficult to maintain peace of mind and ensure all assets are secure at the end of each work day. Due to the traceability analytics this solution provides, employees have reduced work-related stress because they know everything will be accounted for.

"Working with CaptureTech has lightened the workload for our Building Control Specialists who previously had to manually check in and check out keys for employees," said Tibbetts. "Our employees and contractors appreciate the convenience of the KeyConductor systems and the assurance that the keys are being properly tracked to ensure accountability."

With this partnership, CaptureTech continues to support the State of Maine PMD in improving its security and efficiency through an open dialogue to develop new features and quality improvements.

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## About Barcoding, Inc.

Barcoding is a supply chain automation and innovation company that helps organizations be more efficient, accurate and connected. With extensive subject matter expertise in data capture, labeling and printing, and mobile computing, we are trusted to build and manage solutions for some of the best IT and operations teams in the world. Founded in 1998, Barcoding is headquartered in Baltimore, Md., with offices across North America (Chicago, Houston, Seattle, Montreal, Toronto and Vancouver). For more information, visit [www.barcoding.com](http://www.barcoding.com).

## About CaptureTech

Founded in 1999, CaptureTech is a dynamic company that specializes in key management. Over the years, we have become a trusted, knowledgeable partner in the key and asset management field.

First and foremost, we advise on, deliver and implement solutions for 'next-level traceability' of your company keys and assets, utilizing Ultra-High Frequency (UHF) Radio Frequency Identification (RFID) technology.

Key management and asset management means having state-of-the-art control over your valuable assets, such as keys, mobile computers, barcode scanners, laptops, pay terminals, mobile phones, tablets et cetera. Valuable equipment used in your work processes of which you want to know who has it, where and when at any given time. For more information, visit [www.capturetech.com](http://www.capturetech.com).