



## International Security Operations Center Communication Management

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**Jim Ferlino**  
President | Vistacom

A security operations center (SOC) is a centralized unit in an organization that deals with security issues, on an organizational and technical level. A SOC within a building or facility is a central location from where staff supervises the site, using data processing technology. Typically, it is equipped for access monitoring, and controlling of video, lighting, and often, alarms. Vistacom Inc recently worked alongside a top Fortune 500 company to design and integrate their Global Security Operations Center.

The Global Security Operations Center monitors activity at all U.S.-based facilities, including camera and remote access controls for doors and gates. They also monitor new world-wide in support of their traveling employees, providing support in areas experiencing natural and man-made disasters. Their Incident Management Room serves as a crisis center during

such events and incorporates the functionality of the Barco video wall with Smartboard, audio- and video-teleconferencing services. This integrated solution provides immediate and complete management support for any major incident impacting their employees and/or customers.

“The new system within this control center provides the ability to quickly assemble all relevant video and data when dealing with security situations or natural disasters that impact this organization on a local, national, and global level,” stated Jim Ferlino, President of Vistacom. “The real power of this system lies in the ability to share a perspective of images with manager’s and other responders outside of the control center so that intelligent decisions can be made while sharing and analyzing all data.”