



## Customer Success Story: Freightliner



A DaimlerChrysler Company

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– Jeff Githens, owner, Abel Communications and the lead security system designer for Freightliner

### North America's Largest Truck Maker Protects People, Facilities and Assets with MDI's Unified Security Solution

Every day, thousands of heavy-duty trucks crisscross roads around the world. A significant percentage of those are made by Freightliner LLC, the largest heavy-duty truck manufacturer and exporter in North America, and a leading maker of medium-duty trucks and specialized commercial vehicles. A wholly-owned subsidiary of DaimlerChrysler, the company manufactures, sells and services vehicles under the names Freightliner, Sterling, Western Star, Freightliner Custom Chassis, and Thomas Built Buses.

Based in Portland, Oregon, Freightliner employs 26,000 people at sites across North America. Around-the-clock protection of its employees, visitors and proprietary information is essential.

Up to the early '90s, Freightliner protected the numerous entrances on the headquarters building using security guards. However, despite spending heavily on security personnel, a lack of alarms and access control systems left the facilities vulnerable. Freightliner needed a more effective and cost-efficient means of securing its facilities.

#### A Multi-Site, Scalable Solution

In evaluating its available security options, Freightliner found one solution that met its specific needs: MDI's SAFEnet unified security management system built on the ONE™ open architecture command & control operating system.

"MDI offered the only system that met Freightliner's comprehensive access control requirements, which included support for multiple sites and scalability," said Jeff Githens, owner of Abel Communications and the lead security system designer for Freightliner.

In the Freightliner enterprise, the MDI unified solution incorporates security access control, alarm management, video badging, personnel administration, and video and audio monitoring and recording all into a seamlessly unified management platform. By centralizing its security monitoring, Freightliner immediately eliminated the need for guards, shortened its time to response, minimized false alarms and reduced its security manpower costs.

**Featured Partner**  
Freightliner LLC

**Location**  
Portland, Oregon

**MDI Customer Since**  
1993

**MDI Products**  
SAFEnet®, built on ONE™  
Unified Technology

#### Measuring Success

- MDI's open architecture solutions allow Freightliner to easily bring on new buildings and integrate other components into its security system – allowing the company to preserve its investments in its existing IT infrastructure.
- The company eliminated the need for dedicated guards, reducing security manpower costs.



### **An Architecture that Evolves with Freightliner**

Since 1993, Freightliner's security needs have changed significantly. The company expanded to additional facilities in Portland. At the same time, 9/11 heightened its security awareness.

As Freightliner has grown, MDI has scaled to secure all corporate facilities and one manufacturing site in Portland. The company rapidly brings new buildings onto the system, and monitors them from central locations with complete redundancies.

For that, Githens credits MDI's open architecture solutions, and the company's ONE™ Unified Technology. ONE's open architecture environment adapts each individual application and device into its platform – promoting collaboration as one system. With a flexible platform, Freightliner can connect SAFEnet with a host of other solutions as needed.

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Githens envisions a number of capabilities the open architecture will enable moving ahead. When the company adds new locations with existing alarm panels and remote receivers, security engineers can simply write an interface to connect them with SAFEnet, instead of replacing those alarms. Similarly, the company can easily customize its system to display maps and alarms on a widescreen monitor.

### **Rapid Staff Ramp-Up Increases User Adoption**

SAFEnet's intuitive graphical user interface, enhanced in the latest release, allows Freightliner to ramp up contract security personnel rapidly. “It's very user friendly and easy for new staff to learn. It's extremely simple, yet powerful,” said Jim Horsley, manager of security services at Freightliner and owner of Necov Consulting. “The extra features available on the operator and administrative side allow us to manage and operate the system better.”

Additionally possible with the latest version of SAFEnet built on ONE, security personnel at Freightliner can view different components of the system on various monitors – video on one, maps on another, and alarm information on another – all from a single PC.

The security team also taps into SAFEnet's pre-built reports, as well as customizes reports with Crystal Reports, to pull valuable metrics such as access history logs by time, location or employee. With this level of detail, the company has successfully investigated and solved security breaches.

### **Securing Freightliner – Efficiently and Cost-Effectively**

Both Githens and Horsley appreciate MDI's commitment to continuous innovation and customer satisfaction – the key reasons why MDI has remained the best solution for Freightliner's security. “As a security consultant, I've never liked to tell a customer, ‘No, we can't do that,’” Githens said. “With MDI, if there's something we need to be able to do, they are eager and happy to make it happen for us.”

Most importantly, the technology meets the company's comprehensive security needs in an efficient and cost-effective manner. “SAFEnet makes the time we spend securing Freightliner a much more valuable use of time,” Horsley said. “The system is our eyes and ears, so we don't need as much manpower, and it allows us to adequately protect Freightliner's employees, visitors and products.”