# Customer Success Story:
# Freightliner

*"SAFEnet is really a horizontal platform, which allows us to unify just about anything we want into it. Because SAFEnet adapts to our ongoing needs and infrastructure changes, we can preserve our investments in our existing hardware."*
– Jeff Githens, Lead Security System Designer for Freightliner

## North America's Largest Truck Maker Protects People, Facilities and Assets with MonDyn'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. Once 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 processes 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: MonDyn's SAFEnet unified security platform, an open architecture command & control operating system.

"SAFEnet was the only system that met Freightliner's comprehensive access control and intrusion detection requirements, which included support for multiple sites and scalability," said Jeff Githens, the lead security system designer for Freightliner.

**Featured Partner**
Freightliner LLC

**Location**
Portland, Oregon

**Customer Since**
1993

**Products**
SAFEnet®

**Measuring Success**
- MonDyn'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 high security manpower costs.

In the Freightliner enterprise, the SAFEnet unified solution incorporates security access control, alarm management, video badging, personnel administration,  video and audio monitoring and recording all into a centralized and 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.

### 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, SAFEnet 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 SAFEnet's open architecture design, and the technology's unified capabilities. SAFEnet'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.

**"SAFEnet is really a horizontal platform, which allows us to integrate just about anything we want into it," Githens said. "Because SAFEnet adapts to our ongoing needs and infrastructure changes, we can preserve our investments in our existing hardware."**

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. "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, 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, and also 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 MonDyn's commitment to continuous innovation and customer satisfaction – the key reasons why MonDyn has remained the best solution for Freightliner's security.

"As a security consultant, I've never liked to tell someone, 'No, we can't do that,'" Githens said. "With MonDyn, 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 require as much overall manpower, and it allows us to adequately protect Freightliner's employees, visitors and products."