

Claro Puerto Rico

Building robust and unified critical infrastructure security



Name

Claro Puerto Rico

Industries

Telecommunications

Location

San Juan, Puerto Rico

Products

Security Center, Omnicast, Synergis, Streamvault

The logo for Claro, featuring the word "Claro" in a bold, red, sans-serif font. The letter "o" is stylized with a red exclamation point above it and a red dash to its right.

Claro ramps up efficiency, building security and compliance with Genetec Security Center

Claro Puerto Rico (Claro) is a leading telecommunications company and a key player in the development and advancement of communications in the Caribbean Island of Puerto Rico. With a commitment to innovation and service quality, Claro offers a comprehensive portfolio of mobile communications, Internet and television services. Since its inception, the company has made significant strides and contributions in expanding technological growth and connectivity across the Caribbean Island.

Strengthening security and regulatory compliance

Since Claro is considered a critical infrastructure company by the Federal Government of Puerto Rico, prioritizing compliance with rigorous regulations is a must.

Though the company had invested in an access control system years ago, the product was nearing the end of its lifecycle. This meant there would be no more product updates, which prevented the team from making further improvements.

Seeing an opportunity to strengthen corporate security, the team launched an upgrade project. They needed to upgrade their access control system to enhance functionality, cybersecurity, and building security. They also wanted to consolidate their physical security systems in one platform. The team was also looking for a flexible solution and one that would help them strengthen compliance with United States government standards. After implementing Genetec Security Center, Claro knew they had made the right choice.

Receiving continuous support from security experts

Moving to a new security platform can be a challenge. Specifically, Claro needed to ensure a full system reliability and availability during the transition to Security Center while still complying with strict regulations. Having the assurance of continuous support during the upgrade as well as a robust and highly reliable security platform from Genetec™ helped ensure success moving forward.

Today, the unified security platform has not only helped the Claro team expand capabilities and improve security, but they've also been able to integrate various services to enhance the operator experience. When the project is complete, the team will manage about 1,200 cameras and 1,400 doors across 250 locations island-wide, all through Genetec Security Center.

Arodis Suazo, Security Manager of Claro Puerto Rico, especially values Genetec's continued support: "From the outset, Genetec has been present, supporting us through the implementation and management of access control and video surveillance, as well as assisting with system integrations and various other solutions."

He also explained how the learning experience provided by the company's experts has been helpful: "We have participated in their product trainings and certifications to train our staff, so that they become more confident and efficient while using Security Center. Genetec has been our partner at all times, extending their support and guidance throughout this security upgrade process."

Unifying video surveillance and access control within one platform

The team at Claro have embraced the flexible and user-friendly platform since the beginning. As Karelis Feliz Luna, Office Assistant at the Claro Puerto Rico Executive Center pointed out: “The Security Center platform is quite easy to use and intuitive. It allows me to manage access control, video and I can access video and data remotely from my cell phone using the Mobile app. Overall, it’s quite effective for my work.”

During the decision phase, the team evaluated many other options on the market. The flexibility and increased cybersecurity of the Security Center platform was a major driver to choose Genetec.

“We started by exploring the flexibility aspect. We were looking for a platform that would allow us to integrate with the various systems we were using, both for access control and video surveillance,” said Arodis. Even though other vendor solutions offered similar benefits as Genetec Security Center, what stood out the most was the platform’s extensive integration with multiple solutions and manufacturers. “Very few platforms offered this level of product compatibility, and if they did, it was only partially. With Genetec, we discovered that Security Center allowed us to integrate with practically all the platforms we had.”

Optimizing time management and incident response

When choosing a new security platform like Genetec Security Center, most end users want to ensure they can quickly address any incidents and optimize their time when responding to events.

José Marcial Cortés, Asset Protection Supervisor of Claro Puerto Rico, pinpointed how the platform helps them work more efficiently: “With Security Center, you do obtain savings in many ways because every task is streamlined and easier to manage within the unified platform. Overall, it’s a very useful tool that saves our team a lot of time, energy and effort.”

The team at Claro is also using the Visitor Management module within Security Center. This allows them to modernize their processes and become more efficient in managing visitors and contractors. Operators can easily enroll visitors, assign physical access rights, and track how visitors move through their spaces. At any time, they can pull reports to support audits and regulatory compliance. Furthermore, all visitors’ activity is linked to live video within Security Center, making it easy for operators to conduct investigations if needed.

For Claro, implementing Genetec solutions has been a great decision because it has helped them improve many aspects of security. “Since

we implemented Security Center, our security has improved in several ways, but especially in response times. We now have a more effective way to handle system alarms than we had previously,” says Arodis. Additionally, he underlined the importance of familiarizing their operators with the new system: “In terms of learning, the curve was reduced from 6 to 2 months, which is of great benefit for new employees coming into the operation.”

Building stronger cybersecurity and reliability with Streamvault

When the Claro team needed to find a data storage solution, they analyzed several options. In the end, they decided to implement Genetec Streamvault™. This security infrastructure solution was not only easy to deploy and highly scalable, but it also comes pre-hardened out of the box with all the latest cybersecurity standards enabled by default.

Today, Claro Puerto Rico has a total of six servers distributed in two locations. This helps strengthen its infrastructure and enhance redundancy, meaning they can successfully deal with unexpected failures. This strategy not only prevents downtime, but also reflects the company’s commitment to the comprehensive protection of its critical data.

Evolving and expanding plans with Genetec solutions

Thanks to the versatility of Genetec Security Center, Claro Puerto Rico can see an opportunity to expand the capabilities and solutions within its security system.

“We’re looking at Genetec Mission Control™ because we believe it can help us unify all our security elements and more efficiently manage our security processes,” says Arodis. “We are also thinking about adding building automation in the future, by connecting our IoT sensors within the Genetec platform. This will allow us to better manage lighting, temperature, and elevators controls.”

Up next, the company is looking to expand Security Center across all its other facilities. Having a centralized view of all their sites will allow them to continue optimizing response times and enhance risk mitigation across the enterprise.

“Very few platforms offered this level of product compatibility, and if they did, it was only partially. With Genetec, we discovered that Security Center allowed us to integrate with practically all the platforms we had.”