Case Study

UPS SECURITY TECHNOLOGY GROUP

UPS Security Technology Group uses web-based technology to produce ID cards, saving local departments from purchasing expensive systems.

We all know that the tragic events of September 11, 2001 changed our lives. For UPS Security, it meant changing the way our drivers were identified. Gone are the days of UPS drivers, by virtue of their brown truck, being granted unquestioned entry into businesses and homes; our customers wanted to see identification.

In the immediate days after 9/11, UPS drivers were being denied entry into military installations and government buildings and faced increased delivery delays due to heightened security approvals and escorts. UPS Corporate Security enlisted the help of the UPS Security Technology Group to design a new secure, authenticated ID card for all drivers.

The Security Technology Group has supported the company in regards to ID badging and card access systems for many years, managing the systems for the large UPS population in Louisville, Kentucky, which include UPS Airlines and WorldPort – over 24,000 employees and vendors. The team in Louisville was equipped with staffing, equipment and the knowledge base needed to provide secure ID cards for the rest of the company. The group quickly took over the process of producing ID media for drivers.

At a time when ID cards were a must-have in certain delivery areas, UPS found that it was not feasible for every location to purchase a system and the supplies necessary to create the new, secure and authenticated ID card for the drivers. Corporate Security decided that a centralized badging solution was the best alternative.

UPS purchased licensing to utilize EpiWeb, a web-based badging system designed by ImageWare Systems. The Security Technology Group quickly developed procedures to train personnel in various UPS locations on the system. Using a web-browser and digital camera, each location was able to send their badging requests to Louisville, where thousands of ID badges were produced with immediate turnaround and delivery by UPS shipping.

The Security Technology Group's centralized badging service has grown to almost 40 UPS and subsidiary locations, with over 5,000 badges produced in approximately one year. The group has grown its services to provide ID cards, technology badges that work with card access systems, as well as event media and mementos. Conservative projections call for over 70 UPS sites by the end of 2003. There are also plans to offer the service to select external customers.

The benefits of the web-based system have been tremendous. By centralizing the process, UPS avoided the cost of multiple work groups, systems, and equipment doing the same job. The Security Technology Group has been able to achieve volume discounts by purchasing supplies in large quantities – all of which are passed onto the internal UPS customer.

Not only was UPS able to quickly meet the heightened security demands after 9/11, but the web-based system continues to offer a low cost, quality solution for UPS locations. Small sites, remote offices, and individual work groups now have a tool to provide their employees the security of knowing who's in their buildings. And once again, UPS proved that we are willing to do whatever it takes to meet the demands of our customers.