



# Customized Security Solution for Nashville Law Enforcement

## Background

Since the establishment of Nashville's metropolitan government in 1963, the Davidson County Sheriff's Office is charged with two major functions: to ensure the safety and security of all inmates housed in Davidson County jails, and to enable metropolitan law enforcement agencies' ability to provide respectful service of all civil processes. As a high-quality institution, fully accredited by the American Correctional Association (ACA), the Davidson County Sheriff's Office currently oversees more than 4,000 inmates, over 850 employees and an \$80-million budget to serve over 600,000 residents in the Nashville metropolitan area.

## Challenge

The Davidson County Sheriff's Office in Nashville, Tenn. required a comprehensive, highly intuitive electronic security upgrade for its two main campus facilities that would fully integrate various security operations to be controlled from a single, centralized location.

## Opportunity

Two years ago, the Davidson County Sheriff's Office – comprised of two, three-building compounds set 30 miles apart in the Downtown and Harding Place areas of Nashville – required a newly upgraded, fully integrated electronic security system with a more flexible, scalable infrastructure that would keep pace with the evolution and unique challenges of a metropolitan correctional environment.

"Our previous system performed like we needed it to, but had a very closed architecture," said Bob Storey, Database Administrator (DBA) for the Metropolitan Government of Nashville and Davidson County. "We needed to be able to make necessary modifications to the system, such as changing, adding, or moving a door or camera, without having to go through a vendor. In this kind of rapidly changing environment, we needed a sense of autonomy."

"What [Davidson County] had was a system that couldn't be modified or added to, with virtually no support and no linkage between the individual sites," said Matt Hildebrand, Sales Engineer for Securitas Technology. "But, at [Securitas Technology], our corrections group has a collection of qualified, degreed engineers, who can resolve roadblocks with a high level of expertise. The moment we presented the agency with our Commander Physical Security Information Management solution (PSIM), Davidson County saw the benefit in partnering with [Securitas Technology] for this project."





## Why Securitas Technology?

“[Securitas Technology] really blew us away. I believe that we’re a progressive organization, and [Securitas Technology] is just as forward-thinking, able to entertain questions and thoughts about future technologies and solutions. This solution has been a godsend, it’s provided peace of mind and allows us to hold essential parties accountable.”

Tony Wilkes | Chief of Corrections, Davidson County Sheriff’s Office

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## Solution

Securitas Technology deployed its Commander solution to streamline the facilities’ security systems, consolidating access control, video surveillance, analytics software, intercom, alarm, duress, and real-time notification systems onto a single, master touch screen platform. This centralized approach enables correctional and supervisory personnel to monitor activity 24/7/365, enhancing overall security and operational efficiency.

Recognizing the installation’s complexity, Securitas Technology worked closely with the Davidson County Sheriff’s Office’s IT personnel, ensuring a customized, coordinated security systems approach. The Commander solution allows for centralized, remote access and control of all primary systems, with multiple authorized personnel seamlessly interfacing via various touch screen workstations that monitor the facility 24/7.

“All throughout the installation process, it was working with [Securitas Technology] on the design phase that was really impressive,” Storey said. “[Securitas Technology] made sure we were on the same page at all points during the installation, ensuring that the system performs exactly as we wanted it.”

“There’s a hierarchy of control capabilities, based on each individual’s security clearance and authorization,” said Josh White, engineer for Securitas Technology. “Including localized control areas for each workstation, which several officers are authorized to monitor and use, and there’s also a grand master station in the sheriff’s office that is able to issue a full takeover of all other stations, should a disaster, event, or lockdown situation occur.”

In addition to the takeover feature, comprehensive event logs are recorded at every Commander station, tracking all data, camera views, and analytics that are accessed – and by whom.

“This offers the customer the ability to search all actions taken and information accessed from the entire system and subsystems; no matter what command or movement occurs on any of the Commander touch screens, we know the ‘who, what, and when,’” said Chris Marlow, engineer for Securitas Technology. “For instance, when operators acknowledge an alarm, input on how the user at the station responded is recorded, creating an event log that IT staff can access for evidentiary and troubleshooting purposes.”

“We have to conduct investigations on a daily basis into violations or occurrences at any of the facilities,” said Storey. “With this solution, we’re able to provide building administrators and other necessary personnel with access to all pertinent information to resolve the issue, and fully examine it from all perspectives.”

Between the two facilities, Securitas Technology upgraded nearly 350 video surveillance cameras, 635 intercoms, five elevator control interfaces, and provided expanded, configured data storage capabilities to accommodate for the Commander system’s extensive, consistent logs on all information accessed from any of Commander’s 15 touch screen control stations. Securitas Technology also designed and implemented a fiber optic backbone to connect the compounds for complete systems convergence.

## Results

Throughout the installation and beyond, Securitas Technology has solidified itself as a long-lasting partner with the Davidson County Sheriff's Office, inviting key personnel out to its Indianapolis office after the award of the contract to train side-by-side in the intricacies and use of the system to ensure immediate, apt operational efficiency once the installation had been completed. The totality of and centralized access provided by the Commander solution offers immense peace of mind to the Davidson County corrections team, launching an ongoing relationship with Securitas Technology that will reach well into the future.

“This was the smoothest transition we’ve ever experienced, in terms of this kind of widespread installation. [Securitas Technology’s] solution performs exactly as advertised and takes into consideration all of our exclusive modifications to allow us to conduct business the way we need to.”

Bob Storey | DBA, Metropolitan Government of Nashville and Davidson County



Ready to transform your correctional facility's security?  
Get in touch today with our dedicated corrections team  
to learn more.

[www.securitastechnology.com/contact](http://www.securitastechnology.com/contact)

