



The evolution of corporate security.

The evolution of corporate security.

The last couple of years have driven a significant shift in the way we work—and the way most of us think about security. As we continue to strive forward, organizations are exploring how, when, and if to bring staff back to the office. Many companies are considering long-term remote or hybrid work models that would see staff continue to work from home or only come on-site intermittently.

With these new work models gaining traction, the whole concept of workplace security is set for a serious reboot.



Who is protecting who?

Historically, corporate security was largely focused on protecting physical assets: controlling who entered facilities and what they were able to access on-site.

But many organizations are shifting the focus of their security teams to encompass a greater task. The last few years' strategic shifts have changed what security means, both for those tasked with maintaining security and for everyone else at the organization. The "duty of care" for security personnel has been redefined to include protecting the company's workforce—whether on- or off-site.

Companies are prioritizing the safety of their teams and treating them as the critical resources they are in terms of business continuity.

- Are they physically safe and comfortable (whether they are working at home or in the office)?
- Do they have the resources they need to execute their duties?
- Are they healthy? (This can include looking for physical symptoms of sickness or checking in on the mental health of remote staff.)



Security teams (and tools) must evolve.

Faced with the emerging challenge of ensuring the well-being of the entire company, security teams must adopt new skills, tools, and inter-departmental relationships as they become more responsible for:

- Protecting staff both on-site and while working remotely
- Business continuity
- Crisis management
- Health and safety
- Brand image
- Data security and compliance



How are security platforms evolving?

Corporate security teams have traditionally relied on single-function tools for individual tasks. But as the demands on security teams evolve and expand, they are seeking out ways to repurpose existing systems or new solutions designed to perform multiple tasks.

Addressing fragmentation.

Right now, there is considerable frustration around the fragmentation and complexity of security tasks. Single-function solutions make it challenging to combine the various jobs security teams are now tasked with:



Visitor management



Space management



Physical access control



Contact tracing



Background checks



Contractor certification



Incident management



Health screening



Mass notifications



Risk management



Regulatory compliance



Operational intelligence



Focusing on incident impact.

Security incidents have increased amid the pandemic as bad actors took advantage of many organizations' lack of preparation for remote or hybrid work models. As the frequency and scope of these incidents rise, companies are focusing more on the impact of these incidents on their operations.

How long does it take to identify, respond to, investigate, and resolve an incident?



Siloed security systems slow down incident response and resolution.



Companies want a single source of truth for security to better prevent, understand, and resolve events.

Supporting new priorities.

Beyond the new responsibilities that organizations are placing on their security teams, departments tasked with security have new priorities of their own:

- Developing long-term plans with cross-functional departments
- Elevating their department to have a voice when decisions are made
- Debriefing and finding more permanent solutions for fixes rolled out rapidly
- Centralizing security within the organization and building relationships with other departments
- Investigating new, more comprehensive security solutions



Security beyond the front lobby.

The ultimate purpose of corporate security is evolving beyond just securing physical facilities. Companies that previously prioritized protecting physical access and assets are now recognizing the importance of protecting business data and the people with access to that data.

Traditional security priorities

- ⚠️ Control access to company facilities

Today's security priorities

- ⚠️ Keep my people safe
- ⚠️ Keep my business operational

At the same time, the limitations of siloed security and compliance solutions have demonstrated a need for greater investment in a comprehensive solution to support the changing roles of corporate security teams.

- Screen employees, visitors, and contractors for on-site entry
- Facilitate advance booking of workspaces or offices
- Control access to physical facilities and restricted spaces
- Maintain capacity limits in compliance with changing regulations
- Produce a complete record of site access for audit purposes



How to prepare for this new security paradigm.

Today's security landscape calls for an element of inter-departmental collaboration in combination with organization-wide investments in security solutions.

While companies moving toward reducing their physical footprint may assume this will drive a decrease in security needs, it's important to recognize that those needs will actually increase when employees are more widely dispersed. Security professionals will need to find ways to monitor where and how staff are working to ensure business continuity while also avoiding an invasion of privacy.

What your security team can do.

There is an opportunity right now for security teams to demonstrate the value of innovation to business decision-makers:

- Analyze your own task list to quantify the benefits an integrated solution would offer your organization
- Shift the role of your department from one of a cost center to revenue enabler by highlighting the impact of security on operations and brand image
- Make a business case for what you do and the value it brings by marketing your work and its value to internal and external shareholders, as well as potential clients
- Form strategic partnerships with other departments to share resources and eliminate redundancies
- Leverage technological solutions like visitor management software to do more with less and create a single source of truth on your organization's security





Secure your organization's facilities (and future) with Traction Guest.

Traction Guest is a leader in enterprise visitor management and we empower businesses across five continents and dozens of industries to make on-site experiences for both staff and visitors safe, secure, and effortless.

To learn more about how you can support a hybrid work model with our visitor management solutions or space booking integrations, contact us today.

