

Q&A: Integrator Weighs In On The Security Of Web-based Services



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Dealers and **integrators** still have questions about cloud-based services, so we asked Service Manager Michael Troiani of **Idesco Corp.** in New York City for his input.

SourceSecurity.com: What is your opinion of the security of cloud-based services?

Troiani: Cloud-based computing is here and is heavily marketed as a revolution in the security industry. Like any other service, cyber-security can always be improved in the cloud. The continued trend to SaaS (Software as a Service) means there must be more complex encryption for cloud-based applications. Over the next few years you will see more and more investments being made in the security area of cloud-based services, as they clearly offer the best opportunity for growth.

SourceSecurity.com: How is the **physical security** industry adapting to newer cloud-based technologies/products?

Troiani: The security market in general is slower to adapt to any newer technology. There are **consultants** and customers who have stayed with solutions that have proven solid if not spectacular in terms of results and reliability. However, hosted access control and video eliminate the costs of local servers, software and maintenance. Customers also get additional built-in features with automatic software updates, along with the ability to use application programming interfaces (APIs) as opposed to purchasing expensive system add-ons. Cloud-based **access control** solutions are growing very fast for one to eight doors, as they are affordable and can be deployed faster than traditional access control.

SourceSecurity.com: Has Idesco adopted any cloud services recently?

Troiani: Idesco invested in a cloud-based service module in December 2007. It's amazing that it has been seven years already. My previous job with a publishing company provided me with a solid base of technical knowledge and experience, and when the opportunity presented itself for me to run the service department at Idesco, I thought: *"If we had success at my previous location with these technologies, why can't it work here?"* We started slowly, only offering this new service to our contract customers. However as we grew with the product, it has become one of our main talking points in promoting what we do.

I firmly believe it brings tremendous value to our customer base. Customers hated leaving voicemails when they had a service issue or needed assistance. With our cloud-based service module, service calls can be scheduled and acknowledged, and a technician dispatched within seconds. We have a convenient product, are maximising our time in the field, and our technicians have the ability to get customers to sign off on work on their tablets and smartphones which leads to faster billing. Recently our Project Management team has started working with Smartsheet to better track our projects and procedures.

SourceSecurity.com: Is the customer information safe with these cloud-based systems?

Troiani: Idesco's success as a company depends upon not only keeping our customers' facilities safe and secure, but also protecting their data at all times. We value our customers' business and are



Service Manager Michael Troiani of Idesco Corp.

committed to protecting their security and privacy.

The servers are hosted in Rackspace, a leading managed-hosting provider that is trusted by some of the biggest companies. Rackspace offers a 100 percent Network Uptime Guarantee and is respected as one of the leaders in managed hosting, with data backed up multiple times daily. In addition to built-in secure login capabilities, our service module also includes the ability to secure information with the same SSL encryption technologies used by online banking and ecommerce sites.

SourceSecurity.com: What can we expect in the future as far as technologies to boost cloud security even more?

Troiani: At Idesco, we want to constantly offer customers best-in-breed products. Generally with cloud-based technology (outside and inside the security space), it seems to have endless possibilities in terms of growth potential. In 2015, the cloud-based security market is estimated to be worth about \$3 billion. The top most sought-after cloud security services moving forward will be email security, web security services and identity and access management. With more organizations gaining more experience with SaaS, interest in cloud-based security will only continue to trend upward.



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