



## **CASE STUDY**

### **Organization**

Aurora Public Schools

(70) K-12 School Locations – Utilizing InstaKey SecurityRecords® for key management

### **Contact:**

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**Former Lock Program:** Hudson Locks / Key Trail

### **Project Overview**

In 2002, Aurora Public Schools implemented a lock management program to track and record their school key systems and records. In early 2022, under a new Information Security Systems Analyst, Kaleigh Glatfelter, Aurora Public Schools (APS) noticed that the existing key management program was requiring IT resources for ongoing support. Upon further review of the program, the tools had become outdated, were not user-friendly, and it did not have ongoing support. Whenever APS had questions, the provider had to refer to original manuals to assist APS, creating an additional burden on APS resources to wait on answers and solutions. After 20 years using this lock software, APS began searching for a new key management program that could provide them with security, organization, and a SaaS hosted solution. Preferably one with user-friendly, intuitive tools and processes, but also a helpful, responsive customer support team. APS wanted a software-as-a-service (SaaS) solution with the ability to easily add User Access and log in immediately (without transferring license keys between machines) as soon as responsibilities were assigned. Avoiding IT assistance and wait time when key administrators stepped into a new role.

### **Challenges**

Prior to the new IT Security initiative, Aurora Public Schools struggled with a lock management program that wasn't delivering fast and effective support when they needed it. From 2002 to 2022, while many security software providers were updating their platforms to deliver a better solution, APS's former lock solution maintained the original and became outdated, lacking, an updated structure and user-friendliness. Making it very difficult for APS to continue using the program. APS's IT resources were being spread thinner by having to also manage the lock management software. It was determined that their present and future needs would require a new solution for administering their key system records. By mid-2022, APS's new Security Systems Analyst had quickly come to the realization that the existing lock program was no longer a viable option. The search for a new key management software became a priority for Aurora Public Schools.

### **Solution**

In September 2022, APS found SecurityRecords® by InstaKey Security Systems. After some initial Q&A with an InstaKey project manager, APS scheduled a demonstration of SecurityRecords to review features and software capabilities. APS promptly provided InstaKey with necessary system information (Key system structure, key lists, etc.) for review. Estimates were provided for the APS's SecurityRecords program and a pilot project was coordinated for (6) school locations. InstaKey commenced in building a custom SecurityRecords database for APS, imported the keying system records for the initial school sites, and setup login access for the administrators. Training was provided and APS was quickly using SecurityRecords.

Initially APS had some concerns about implementing a new program after years of use with the previous software. Specifically, getting everyone excited enough to “want” to use the new system since many were familiar with the issues in the former lock program. Thinking that a shift to new software could also cause delays learning how to use SecurityRecords® properly since many of the staff aren’t technology proficient. However, once Kaleigh met with the (62) key administrators and demonstrated the user-friendliness of SR®, they were all very eager to get started. So much so, that she started receiving emails from the staff asking when SecurityRecords® could be provided for their sites. Kaleigh since has received continued feedback on how easy it is to use SR®.

*“SecurityRecords® is intuitive and very user-friendly. The program is versatile and our information [keys, doors, key schedule] is all connected. In SecurityRecords there are multiple ways to access information. And every way is right.”*

APS feedback also states there are now less school resources involved in supporting the key management program because SR® is a hosted software service. InstaKey Security Systems is handling all technical support and access. So, if something isn’t working, it’s not on Kaleigh’s team to devote resource to fix it, they simply call InstaKey for support. Kaleigh is glad to know they now have dedicated customer service and support alleviating their need to look into it. This is a big deal for their school district. She shared that K-12 schools don’t have a large depth of IT personnel and are unable to hire as many people as they would like. Many K-12 schools typically don’t have unlimited funding so when they do receive funds for personnel they put it towards teachers or support staff and IT often tends to be lower in the allocation list, So, for Kaleigh / APS, it’s nice not having to have her team networking, engineering, or supporting the key management system and administrator access to support the software:

*“Instakey has made my day-to-day job easier, it freed up the time that I previously had spent administrating another system. Having our administrators use SecurityRecords has allowed me to focus on other areas of our Security like cyber security measures and our closed-circuit security camera system. I can now devote more time to that, and I don’t have to worry about making sure that the key management system is working. We rely on InstaKey for that.” - Kaleigh Glatfelter*

### **Ongoing Program Benefit**

In the time Aurora Public Schools has been using SecurityRecords®, they are still very pleased with its tools, capabilities, reports, SaaS login access, and InstaKey support. They continue to migrate more of their school’s key system records to their client specific database with a goal to have all key system records for the district managed in SecurityRecords. In her role as an Information Security Analyst, Kaleigh has had more time to focus on other areas of IT Security for APS and fully trusts in InstaKey’s SecurityRecords to keep APS’s sensitive key system records secured and encrypted, but always available to the APS staff that need them.