

Andover Controls

Customer Profile

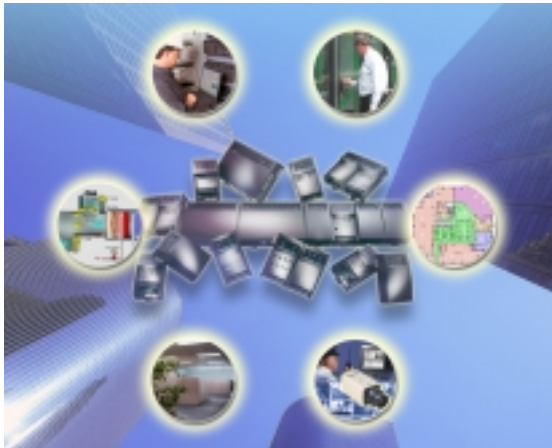
- Headquarters: Andover, MA
- Over 40,000 building control systems installed worldwide
- Marathon partner
- Provides industry's only disaster-tolerant building security and management solution
- www.andovercontrols.com

Environment

- Microsoft® Windows®
- Marathon Endurance®
- Microsoft SQL Server

Business Application

- Security Management System



Andover Controls Redefines Security with Marathon Endurance

As the leading supplier of advanced “intelligent building” control systems, Andover Controls makes sure its customers’ buildings are secure and their operating environments are monitored so they never have to worry about the safety and comfort of their employees or the accuracy of their data. Andover also delivers the assurance of 99.999% uptime, thanks to a partnership with Marathon Technologies.

Andover Controls’ Continuum™ products provide security management and building automation. According to Warren Rosebraugh, Andover Controls’ Director of Engineered Services, “For most of our large customers – airports, manufacturing facilities, and pharmaceutical companies – fault tolerant servers are a necessity. If we couldn’t offer them protection from downtime, it would be a show-stopper.”

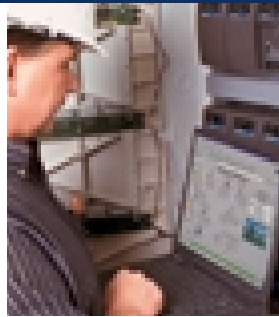
“Our customers see servers go down every day,” said Bob Klein, Andover’s vice president of sales. “Marathon gives them peace of mind and a very strong comfort level with their mission-

critical applications. They also know their employees, facilities, and products are safe.”

Many of Andover Controls’ customers have been so impressed with the benefits of the Marathon Endurance product that they have purchased additional systems to maintain continuous operation throughout their organizations.

Driving Beyond Security Management

Data generated by Continuum and protected by Endurance can be used safely by other systems in a company. For instance, a customer in the automotive industry uses data from key card readers to track employee time and attendance. “If the system were to fail, it could affect the speed and accuracy of our payroll process. Workers might strike. An entire production line could go down,” notes D.J. Atkins, Andover Controls Global Accounts Manager. “They could lose a million dollars every 10 minutes. Uptime is very important for them.”





Benefits

- Reduction in energy consumption and operating costs
- Enhanced comfort and safety
- Optimized productivity
- Theft and vandalism protection

Marathon Comes in for a Landing

Several international airports use Continuum and Endurance to help maintain building security. The FAA requires that airports maintain records of all data from key card readers. “To ensure that unauthorized people are not able to enter airport buildings, our customers need quick and reliable access to key card data,” says Bob Klein. “To comply with FAA regulations, our customers also need a fault-tolerant system to ensure they don’t lose any key card data even in the event of a disaster.”

The Power to Ensure Safety and Protect Lives

The customers rely on the systems to ensure the safety and security of their personnel. For example, a nuclear power plant continuously tracks the identity and location of every person in their facility. In the event of a disaster, this data allows rescue personnel to locate injured workers quickly and prevents rescuers from risking their lives if personnel have already evacuated the building.

Disasters aren’t the only times a power plant needs a redundant building security system. Government regulations require

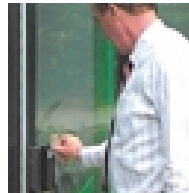
that the power plant maintain detailed records of the location of every person in the facility at all times. The law also requires the plant to staff each area of the facility with a defined number of skilled people. An employee cannot leave his or her shift until a replacement arrives. The systems not only help manage critical staff coverage, but also provide the record keeping needed for compliance. Server failure would put the plant out of compliance and necessitate a full shut down.

Unreliable Data: A Bitter Pill to Swallow

A pharmaceutical customer learned the importance of uptime the hard way. Under FDA rules, in order to bring a new product to market, this company had to conduct extensive, well-documented experiments in a controlled laboratory environment. During a ten-year experiment, the legacy system that monitored laboratory temperatures failed. Ten years of research was lost. “It cost the company millions of dollars,” said D.J. Atkins. “That was before Andover Controls entered the picture, and it’s why they brought us in. They needed a fault-tolerant solution that would protect their research.”

With the combination of Marathon and Andover Controls, customers ensure that the data from their security management system is accurate and secure.

“Marathon gives customers peace of mind and a very strong comfort level with their mission-critical applications.”



For more information:

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