

2010 Winter Olympics
G-20 and G-8 Summits, 2010

Industry
Event Security

System
eLogger

Locations
Vancouver and Toronto Canada

2010 Winter Olympics, G-20 and G-8 Summits in Safe Hands with eLogger

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The Vancouver 2010 Winter Olympics, and the G-20 and G-8 Summits held in Toronto in June of 2010 were three of the largest security events ever held in Canada. They were considered highly successful and concluded without major disruption.

The three high-profile events held something else in common; the electronic logging solution of choice for each was eLogger.

A Gold Medal Performance

“There was obviously a significant amount of planning prior to each event, and several electronic logging systems were researched and assessed for suitability,” explains Darren Young, communications coordinator for the security firm hired to handle both events. “We determined that the vital elements of the solution were: file storage, search capability, automatic date/time stamping, ability to tailor to various events, automated email notifications, and secure user access.”

Young reports that eLogger came out on top of the evaluation. “It met all of our requirements and exceeded them,”

he says. “eLogger offers a user-friendly interface, rapid implementation, and excellent reporting capabilities.”

Real-Time Communications

In planning for the Vancouver Olympics, the security firm made a landmark strategic decision to put venue security personnel in direct contact with the Communications Center and electing to transcribe each and every radio communication.



SYNAPPNORTH



eLogger

About Synapp North

Synapp North is an innovative technology company dedicated to developing solutions that address real-world business challenges in inventive, flexible ways.

Our eLogger electronic logbook solution replaces paper logbooks and disconnected systems - collecting and distributing real-time data about your operations to those who need to know.

In use by more than 50 facilities worldwide, Synapp North solutions contribute to the safety, efficiency, and best-business practices of businesses in dozens of industries.

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"It was similar to a military-style communications model and it worked well for us. We gathered and distributed information in real time so that current information was available for real-time decisions," says Young.

At each of the 26 Olympic venues, security personnel were assigned radios to communicate with the central Communications Center. In all, more than 700 radios were used by more than 1300 personnel reporting to 80 communications operators. Every hour of the day and night, the communications operators were standing by to transcribe every radio conversation into eLogger. Each entry was assigned a priority code and issued a date and time stamp. On a typical day, up to 2,000 entries were logged into eLogger.

An eLogger screen summarizing all stations' logs was projected onto the wall of the Communications Center and continually monitored by supervisory personnel. "Each priority code was assigned a separate color, so urgent logs were instantly visible," notes Young. "We were able to automatically escalate urgent calls up the chain of command and on to the police when appropriate."

World-Class Solution

"Using eLogger, we were able to follow up on past incidents, track the changing

security operations and adapt to it," says Young. "We monitored isolated security staff, provided information to assist the RCMP (Royal Canadian Mounted Police) to make arrests, and even isolated and identified staff disputes."

Young says that eLogger represented an ideal combination of robust functionality, ease-of-use, and flexible configuration: "The eLogger system was extremely well suited to this task, because of its efficiency, ease of set up and simplicity of use. And it didn't require use of a separate server or an IT specialist to operate and implement it," says Young. "It proved to be a very robust solution, we processed more than 50,000 log entries during the Olympic event alone."

A Track Record of Success

eLogger and the powerful security model deployed at the Vancouver Olympics proved so successful that Young and his firm were hired to provide the same service for the 2010 G-20 and G-8 Conferences held in Toronto. "We used the same security logging model at the G-20 and G-8 Summits that we used at the Olympics," recalls Young. "And eLogger proved itself again."

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