



Brosnan Risk Consultants

INTRODUCTION

Headquartered in Pearl River, New York, Brosnan Risk Consultants holds the title of the largest privately held security company in America. Founded in 1996 by Patrick J. Brosnan, Brosnan has successfully patented Smart Security Solutions that integrate law enforcement, military, security professionals, and IT personnel with state-of-the-art technology to supply the best security resolutions.

"WE INSTALLED CRESTRON IN EVERY CONFERENCE ROOM SO THAT WE COULD CREATE AN EMPLOYEE AND CUSTOMER EXPERIENCE THAT ENABLES SOMEONE TO WALK INTO A ROOM AND RIGHT AWAY GET CONNECTED TO ANYONE, FROM ANY PLACE, AT ANY TIME."

Serge Suponitskiy
*Chief Information Officer,
Brosnan Risk Consultants*

THE CHALLENGE

Serge Suponitskiy, Chief Information Officer at Brosnan, had already been searching for a new unified communications standard, but the pandemic further accelerated that need. Brosnan needed technology that would not only improve interactions with their customers but also enable them to communicate in a timely manner during emergencies.



THE SOLUTION

Suponitskiy and his team partnered with Vin Bruno, vice president of sales and marketing at AV Services, to design a technology standard that would facilitate flawless collaboration between employees in the office and on-site security personnel. Crestron Flex for Microsoft Teams® was selected to update their dated meeting rooms with a solution that would benefit employees and bring usefulness back to those spaces. Beyond the meeting spaces, Brosnan was also looking to equip their Global Security Operations Center and Emergency Operations Center facilities with state-of-the-art technology to enhance communication while providing customers with a "wow" factor when visiting.

"THESE SPACES WERE DATED AND NOT BEING USED, BUT WITH THE CRESTRON FLEX UPDATES, THESE ROOMS NOW BRING VALUE TO THE COLLABORATION BETWEEN BROSAN EMPLOYEES AND THEIR CUSTOMERS."

Vin Bruno
*Vice President, Sales and Marketing,
AV Services*



THE TECHNOLOGY

Equipped with Crestron Flex, the meeting rooms now provide employees with the ideal communication platform needed to connect and collaborate with their clients and employees, which is especially important during times of social unrest. Active in 46 states, the Brosnan team uses Crestron Flex in every conference room so employees can be connected 24/7/365. To ensure that Brosnan employees felt confident while using Crestron solutions, Brosnan focused on the importance of change management, training, education, and face-to-face training with their employees. The easy-to-use Crestron Flex systems quickly became a favorite way to meet virtually and tie Brosnan employees together in a way that had never been done before.

"OUR SECURITY OFFICERS ARE THE EYES AND EARS OF THE FIELD, BUT THEY ALSO HAVE THIS CRESTRON TECHNOLOGY IN OUR COMMAND CENTER THAT CAN SUPPORT THEM AND HELP PROVIDE INTELLIGENCE 24/7."

Kacey Brosnan

*Senior Vice President, Business Development and Marketing,
Brosnan Risk Consultants*



Crestron and Microsoft Teams® Panels allow Brosnan employees to book a meeting room for their desired duration. The purple glow on the panel notifies other Brosnan employees that the room is unavailable, and the green glow on the panel indicates the room is open. This has made managing and supporting their rooms substantially easier for Suponitskiy and his team with an automated system.

The Emergency Operations Center (EOC) is where Brosnan employees connect with their customers and security officers on-site. In this space, a Crestron Control System provides unified control over the various aspects, while Crestron Flex helps keep employees in the EOC connected with those in the field. The Control System connects both Crestron technology and third-party devices such as microphones, speakers, and lighting to ensure all aspects of Brosnan's facility are easily controlled, to provide the most productive environments for their teams. Crestron provides a reliable technology infrastructure that keeps this room operational for any emergency situation, allowing the Brosnan security teams to respond tactfully and quickly.

"WHEN CLIENTS COME THROUGH THE BUILDING, THEY MAY NOT UNDERSTAND WHAT THE VARIOUS DISPLAYS AND MONITORS ARE DOING, BUT THEY ARE AMAZED BY THE CONTENT AND RESPONSIVENESS AROUND THEM. CRESTRON TECHNOLOGY IS LEADING THE WAY AND A CRITICAL PART OF POWERING THAT EXPERIENCE."

Vin Bruno
*Vice President, Sales and Marketing,
AV Services*





RESULTS

With Crestron Flex, Brosnan was able to provide seamless communication between operators and security guards in the field to address situations in a timely manner. "Crestron has provided our teams with a technological backbone that improves the visual experience of our office and connects our teams effectively, making a huge difference in our daily operations," says Suponitskiy.

"THE CRESTRON CONTROL SYSTEM ALLOWS US TO USE ALL OF OUR EXISTING TECHNOLOGY AND THIRD-PARTY DEVICES SEAMLESSLY. WE ARE IN THE BUSINESS OF MAKING THE WORLD A SAFER PLACE AND NEEDED TO MAKE SURE WE HAVE THE MOST PRODUCTIVE ENVIRONMENT FOR THOSE TIMES OF UNCERTAINTY."

Serge Suponitskiy,
*Chief Information Officer,
Brosnan Risk Consultants*

Featured Products

Crestron Flex Advanced Tabletop
UC-MX50-T

4-Series™ Control System
CP4N

Premium Crestron Flex Support
UC-FLEXCARE-C

Wall Mount Touch Screen
TSW-770

Crestron Flex Advanced Video Conference
System Integrator Kit
UC-CX100-T