

Empowering Security Teams to Act as First Responders

How SHI.com transformed incident response at a high-security hosting facility using Telepresenz® Smart Ops™ — enabling real-time triage, remote collaboration, and full operational visibility without breaking access control protocols.



80%

Faster fault response time through real-time guided triage



95%

Uptime maintained across mission-critical systems



100%

Compliance with security and access restrictions

Client: SHI.com

Industry: Hosting & Data Center Services

Scale: Ultra-secure, high-availability hosting facility

Worker Environment: Security-only onsite staff with strict visitor restrictions

IT Environment: Secure private cloud ensuring data protection and operational continuity

Devices: RealWear HMT-1 for onsite security personnel; desktops for remote operations and incident management teams

SHI.com, a global technology solutions provider, operates one of the most secure and redundant hosting facilities in its class. Due to stringent access protocols, no external or non-security personnel are permitted on site. Only security agents are physically present in the data center, while all maintenance, IT, and operations experts are located remotely.

This highly controlled environment, while essential for data protection and compliance, created significant challenges when faults or abnormal situations occurred. Every incident—whether a power fluctuation, temperature variation, or equipment alert—demanded immediate triage. Yet, with only security personnel on the ground, response depended on phone calls or reviewing limited CCTV footage, making it difficult for remote experts to diagnose issues accurately or act swiftly.

These constraints often led to delays in response time, reduced situational awareness, and occasional disruptions in uptime. The need for a secure yet agile solution became clear: one that could empower security teams to act as the “eyes and hands” of remote operations, without compromising compliance or the integrity of the facility’s access control systems.

“Our data center runs 24/7, yet no visitors are allowed in. Smart Ops™ lets our security staff be our eyes and ears on the ground.”

Solution: Telepresenz® Smart Ops™ for Digital Inventory Management and Remote Inspections

To overcome these challenges, SHI.com deployed Telepresenz® Smart Ops™, enabling its onsite security staff to act as first-level responders while maintaining complete adherence to the facility's strict security protocols.

Security personnel were equipped with RealWear HMT-1 head-mounted devices, allowing them to live stream high-definition video and audio directly to remote operations teams within the company's secure private cloud. This hands-free setup enabled security agents to move freely and respond to alerts without interrupting communication or requiring manual operation of cameras or radios.

Remote experts, monitoring from their desktops, could instantly access these live feeds via Smart Ops™, visually assess the situation, and guide the on-site security agent step by step through fault triage and containment procedures. Using Smart Ops™, they could annotate over live video, share schematics or checklists, and provide clear instructions in real time.

All sessions were automatically recorded and stored in SHI's private cloud for compliance, training, and post-event analysis. The result was a seamless and secure feedback loop— bridging the gap between onsite and remote teams while preserving SHI's no-visitor policy.

"Smart Ops™ turned our security personnel into fully capable on-site collaborators, bridging the gap between physical and remote operations."

With Telepresenz® Smart Ops™, SHI.com's fault response time dropped by more than 80%. Issues that once took up to an hour to resolve could now be visually assessed, diagnosed, and acted upon in under ten minutes. The hosting facility consistently maintained 95%+ uptime, even during minor incidents that previously would have required lengthy investigations.

Operational efficiency improved dramatically: security personnel became active technical collaborators, not just gatekeepers, enabling faster incident response and more informed decision-making. The reduction in unnecessary on-site interventions also led to measurable cost savings and improved team morale. By creating a secure bridge between the facility floor and remote experts, SHI.com achieved true operational resilience — maintaining speed, compliance, and customer trust in one of the most security-sensitive environments in the world.

Key Outcomes:

- 80% faster fault response time with live visual triage
- 95%+ uptime maintained for mission-critical systems
- Zero compromise on security and compliance
- Reduced operational costs through minimized site interventions
- Enhanced situational awareness and improved incident management

"We can now assess and act on-site incidents in real time — without ever breaking our security perimeter."

**About Telepresenz®**

Telepresenz® — AI-Powered. Frontline-Focused. Future-Ready. Telepresenz connects inspectors, engineers, and administrators through real-time collaboration and AI-powered operational workflows. With Smart Ops™, aerospace teams gain digital control over inspections, inventory, and compliance — turning complex maintenance programs into seamless, transparent, and efficient operations.