



Organic Alternatives Partnership



Name: Organic Alternatives

Industry: Regulated Cannabis Retail

Products: Genetec; Vivotek

Location: Ft. Collins, CO

**Core Focus: System Upgrade,
Server Migration,
Feature Optimization**

Background

Organic Alternatives, a reputable cannabis retailer in Colorado, had been utilizing an outdated version of Genetec Security Center (5.7) to manage its physical security. As time progressed, the system exhibited growing vulnerabilities and inefficiencies. Significant upgrades were absent, the server infrastructure was aging and becoming obsolete, and staff were not utilizing many of the platform's most advantageous features. The situation placed the organization in jeopardy of non compliance and exposed it to potential vulnerabilities. That is when Confluence Security stepped in and with diligent customer collaboration, solidified a plan with them to address the issues.

The Turning Point



Confluence Security approached the project with a systematic and highly cooperative strategy. A comprehensive system audit was initiated, encompassing an evaluation of hardware, software, network architecture, and licensing. The team developed a strategic roadmap to enhance the system in meticulously organized phases, ultimately updating Organic Alternatives to the most recent version of Genetec (5.12). This phased approach incorporated a strategy for retiring outdated servers while ensuring data integrity and minimizing operational downtime.

Efficiency Unlocked

Following agreement of the planned roadmap, Confluence Security swiftly initiated project commencement. The team executed multi-stage upgrades with precision, ensuring business continuity was maintained throughout each step of the entire process. The team successfully transitioned server Operating Systems to the latest supported versions, added multicast scalability to the network environment, while simultaneously resolving existing performance issues and vulnerabilities.

A crucial aspect of the upgrade initiative included replacing obsolete surveillance hardware. Confluence upgraded the legacy cameras to high-tech 180° and 360° FOV models, enhancing coverage capabilities and efficiency. Through the strategic placement of these new ultra wide-view cameras, the number of cameras was reduced from four to just one. This approach provides enhanced visibility, enabling the capture of an entire grow room with a single camera, leading to significant cost reductions in labor, bandwidth, storage, and video management software licensing.



Maximizing System Value

The key advantage gained from this project was the level of effort provided after the upgrade. Confluence delivered practical training and tailored documentation for the staff at Organic Alternatives, empowering them to fully leverage the robust features offered by Genetec—many of which were previously underutilized or not used at all. This system evolution, now provides active support for daily operations by establishing automations in qualifying event triggers, and enhancing user permissions with software-generated decision support.

Confluence Security went beyond just upgrading our system—they made sure we actually understood how to use it. We now feel confident in our security operations, and their expertise with Genetec is unmatched.”



Results and Impact

The outcome was a fully modernized Genetec Security Center platform that operates more efficiently, offers enhanced usability, and provides a significantly higher level of security. The legacy infrastructure was effectively decommissioned, and the staff evolved into confident, proficient users of a system they previously perceived as basic and cumbersome. On the hardware side, minimizing camera counts by utilizing ultra-wide field-of-view devices resulted in unforeseen advantages-not only in visibility but also in overall efficiency and cost savings across installation, storage, and licensing. A robust strategic relationship has been established between Organic Alternatives and Confluence Security, founded on trust, transparency, and a mutual dedication to operational excellence.

Beyond the Upgrade

This project emphasizes a fundamental principle for us at Confluence Security: possessing advanced security technology is insufficient; it is essential to understand how to effectively utilize it. As we like to say: ***"If you are fortunate to have the world's most powerful security platform, we believe you should use it to its fullest"***

- Jake McOmie, Confluence Security

"We've worked with several security integrators over the years, but none have come close to the level of service and expertise we received from Confluence Security. Everything is now working better than ever, and their support has been nothing short of exceptional."

-Kirk Scramstad

