



Insight Connected Platform

Detect & Prevent FAQs

OVERVIEW

Question: What is Connected Platform?

Answer: Insight developed [Connected Platform](#) as a flexible, scalable Internet of Things (IoT) solution for delivering unified visibility and control over an entire network of smart devices and sensors. Our simple, customizable application provides a single pane of glass through which organizations can easily manage any aspect of business: people, places and things. Beyond developing the platform, Insight's Connected Solutions encompass the procurement and integration of IoT devices, the addition of Artificial Intelligence (AI) and machine learning models, as well as the ongoing management of these systems.

Earlier this year, as organizations across public and private sector began to issue guidelines for wearing masks, handwashing and social distancing, our team quickly recognized the parallels between previous use cases for Connected Platform. From thermal sensors and computer vision to Radio-Frequency Identification (RFID) tracking, the same foundational technologies combined in new ways can help organizations improve visibility around public health and safety.

Question: How can Connected Platform help organizations detect symptoms and prevent the potential spread of infection?

Answer: By acting as a unified foundation for any and all smart devices across locations, Connected Platform allows organizations to think holistically, developing more comprehensive strategies for a safe and healthy return to public life. Rather than simply checking employee temperatures upon arrival through a single entrance, Connected Platform makes it possible to automate and scale these checkpoints as needed. Users can easily manage alerts and log data with as much or as little Personally Identifiable Information (PII) as desired to support policy compliance or contact tracing efforts.

Question: How does Insight's solution help defend against asymptomatic spread?

Answer: Thermal cameras offer an initial step to help detect symptoms, but as we begin to allow people back into more densely populated spaces, organizations will need to focus on more preventive solutions, such as mask detection, social distance adherence and contact tracing. Connected Platform offers the framework to help

Key use cases

- Contactless temperature detection for public spaces
- Portable virus testing centers
- Smart hand sanitization stations
- Smart wearables to encourage social distancing

Benefits

- **Detect elevated temperatures** in group settings.
- **Initiate alert** and response workflows.
- **Capture data** to train vision models to a higher degree.
- **Correlate data** for use with contactless handheld devices.
- **Leverage historical data** to drive confidence among consumers.

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organizations leverage computer vision, machine learning and other advanced analytics to enable these capabilities.

We're currently working with partners across our industry network to develop a strategy that encompasses these offerings. We also recognize that this will be a process of learning and refinement as new devices are deployed and new insights gained. Leveraging Connected Platform and aggregated data in the cloud, organizations will continue to discover new and more meaningful ways to improve processes and solutions.

FUNCTIONALITY

Question: How accurate are thermal imaging cameras and from what distance? Are they reliable outdoors? Are there any issues with radiant heat in the summer?

Answer: Different camera models have different accuracy levels and specs depending on configuration and environment. Bolide recommends 3–5 meters (roughly 5 yards) for their cameras. Many larger camera models come with a calibration box that improves accuracy and can work even when employees or guests are wearing masks, sunglasses, hats, etc. Certain types of thermal devices are recommended only for indoor use. Generally, if thermal cameras are placed outside, they should be set up under a tent or even in a parking garage if possible. Standard practice is to ask employees or visitors who have engaged in heavy exercise or spent an extended period in the sun to cool down before having their temperature checked.

Question: Do thermal cameras need to be calibrated on initial setup? How many times a year do they need to be recalibrated to ensure accurate readings?

Answer: Yes, cameras will need to be calibrated upon installation. There is real-time configuration capability built into many devices to reduce the need for recalibration — we can't say it won't ever be required — but that's the intended capability per the manufacturer. It can also depend in the environment in which you deploy it. Set up indoors, there will be less variance, whereas outside under an awning there will be more variance. Real-time calibration is beneficial, but some tweaking along the way may be required.

Question: Are thermal cameras Powered Over Ethernet (POE)?

Answer: Yes. Most cameras are POE, but they also come with a calibration box that needs to be in the view of the camera to improve accuracy. That device needs power as well, so this will need to be factored into the layout.

Question: How do the smart hand sanitizer stations work?

Answer: We've helped GOJO, makers of PURELL, develop several different options for their [SMARTLINK™ dispensers](#). This solution was originally used to help healthcare organizations gather data on usage and leverage real-time alerts and predictive analytics to optimize inventory. These are typically battery powered and able to send data directly to the cloud. More advanced models even use RFID scanners to track and incentivize individual usage.

We're actively integrating these dispensers into Connected Platform to allow users to manage these devices alongside cameras, sensors and other connected solutions.

PRIVACY

Question: How is the solution designed to ensure data privacy while still enabling organizations to help detect symptoms and prevent the spread of infection?

Answer: We recognize this is a critical and ongoing discussion as new laws and regulations will continue to evolve over the next few months and years. Connected Platform offers a flexible framework designed to simplify and automate your existing policies — but it's ultimately up to your organization to determine what, if any, PII will be collected, stored or used.

Depending on your goals, alerts can be sent or trends gathered around social distancing or mask usage without recording any personal information. Smart wrist bands or traffic cones can provide visual reminders directly to end users without requiring staff intervention. When scanning for temperatures, automated notifications or emails can be used in place of audible alerts to prevent this information from being shared in public. Whatever approach your organization chooses to take, we can adapt the Connected Platform environment to fit these needs.

Question: Who sees the information? Are we able to anonymize the data or images so we can receive and act on alerts immediately without raising privacy concerns?

Answer: You can determine who has access to information and alerts through role-based access to Connected Platform. Given the sensitive nature of data, we make it easy to manage users, roles and permissions to ensure that only the right people are alerted to take action while maintaining employee privacy. Organizations will need to develop their own policies regarding what data is collected and stored, then we adapt the technology as well as the data and actual people flow to fit those requirements.

Question: Do you consider temperature data Protected Health Information (PHI)? Does this solution comply with the Health Insurance Portability and Accountability Act (HIPAA)?

Answer: In general, the U.S. Equal Employment Opportunity Commission (EEOC) has provided guidance that employers may lawfully implement temperature screenings for employees as a response to COVID-19 without violating HIPAA or the Americans with Disabilities Act (ADA). That said, each organization will have different compliance requirements depending on their role in the data collection process. Therefore, clients should consult their own advisors for guidance on their organization's specific compliance and legal obligations, including whether their organization is a considered HIPAA-covered entity that's subject to HIPAA compliance.

In implementing the Connected Platform solution to help with your overall risk management program, the type of data as well as how it's collected, transmitted, processed, stored and used is ultimately up to your organization. Connected Platform doesn't require temperature data to be collected or stored with any PHI. Clients have the ability to set up or configure Connected Platform so that collected data is stored in a HIPAA-compliant or other secure location that meets their unique compliance requirements.

Question: What's the role of facial recognition in Connected Platform?

Answer: Facial recognition is one of many technologies that can be supported by Connected Platform. However, it isn't considered a core piece of the Connected Platform for Detection and Prevention, nor does the functionality of the Connected Platform rely on facial recognition to help detect for symptoms and prevent the spread of disease.

SECURITY

Question: How do you protect the data if everything is connected and API enabled? Where and how is data stored? What are the encryption levels? Is encryption end-to-end?

Answer: Data is encrypted from the edge to the cloud. Information ingested at the edge is sent securely (TLS 1.2) to Connected Platform, hosted in the cloud, where access is secured with authentication and authorization controls. The edge devices themselves are onboarded using best practices to ensure only authenticated devices are permitted to communicate with the platform. Depending on your data retention requirements, the system can also be designed to prevent data from being stored at the edge.

Question: Is there an on-premises solution that doesn't involve data in the cloud?

Answer: The ultimate value of Connected Platform is in the ability to securely aggregate data in the cloud to gain greater insights across devices and locations. But for those organizations that are looking for a purely on-premises solution, we can help you get set up with thermal scanners or other devices that will trigger alerts without collecting any data at all. We're willing to work with you to understand the solution that best suits your organization's needs.

Question: What do you recommend for military environments or other facilities with strict security requirements?

Answer: Insight has long-standing relationships with [state, local](#) and [federal agencies](#) across the U.S. Our teammates have the experience to help you navigate the laws and regulations pertaining to your particular branch. We'll work with you to deploy Connected Platform in a way that meets government requirements.

APPLICATIONS

Question: Is this solution applicable for small to mid-sized organizations or meant for larger companies? Is there a minimum number of employees you would recommend before pursuing these solutions?

Answer: We're working to design a series of tiered offerings to help meet the needs of various organizations. While some small to midmarket businesses may only need a few cameras to help meet their requirements, larger enterprises may have more to gain

from laying the foundation for future IoT efforts with Connected Platform. Our team will work with you to evaluate your needs and make recommendations that make sense for your goals.

Question: Can these solutions be applied to overseas locations?

Answer: Our initial focus is on North America, but Insight does have a global reach and we'll be looking to expand these solutions. If you're interested in deploying outside of North America, please contact an Insight representative.

GETTING STARTED

Question: Which aspect of this does Insight handle? Hardware, software or consulting?

Answer: The Insight Digital Innovation team developed and manages the Connected Platform, but our extensive industry partnerships and capabilities as a [super solution integrator](#) are what enable us to deliver any and all technical aspects of this solution.

In addition to Insight's deep relationships with trusted technology partners, procurement and our proprietary Software as a Service (SaaS) subscription model, our team will integrate devices with your Active Directory® and network (if desired) as well as deploy and manage these systems so you can focus on getting back to business. With experts across infrastructure, security and development, we manage every aspect of implementation — helping you not only solve short-term challenges but also lay the foundation for long-term value.

Question: Does Insight source and supply cameras, sensors and other devices as part of a packaged offering or will my organization need to supply our own?

Answer: Insight will manage as much or as little of the process as you require. We'll recommend and/or source cameras, sensors and other smart devices based on your specific needs, price points, user experience and goals. We're actively evaluating more than 30 different partner solutions to develop a set of tiered, pre-built and custom offerings to simplify some of this analysis for our clients.

Question: How do I get started? Where can I find information on availability and pricing?

Answer: [Schedule a quick conversation](#) with one of our experts to talk about the goals and scope of your project. We'll help you decide which approach makes the most sense for your environment and your budget.