

Yale University modernizes campus security with TrackTik

Challenges

Historically, Yale Public Safety relied on manual processes and two-way radios to manage daily security tasks. When a student or staff member requested a walking escort or lockout service, dispatchers had to verbally coordinate with officers in the field. Yale needed a modern solution to replace these outdated methods. The university wanted advanced technology to better track calls, reduce manual data entry, provide real-time campus visibility, and improve overall response times.

Using TrackTik

Yale rolled out TrackTik to connect its Central Alarm Station with security officers in the field. Dispatchers now use a comprehensive desktop system to manage calls, while about 30 security officers carry ultra-rugged Sonim smartphones equipped with the TrackTik app.

“The TrackTik solution has been a quantum leap for us. It is the modern, advanced technology we need to take our reporting to the next level in terms of data capture, perform our checkpoint tours more efficiently, and respond to incidents and dispatchable tasks happening at our campus faster.”

Richard Nucci,
Security Manager, Yale University

About Yale

Yale University requires robust security operations to protect its students, staff, and faculty across a large campus. The Central Alarm Station (CAS) handles a wide variety of daily calls, ranging from lockouts and building checks to medical emergencies. Yale Public Safety manages multiple campus zones, including academic buildings, health centers, and athletic fields, ensuring a secure environment for the entire university community.



Results

Efficient, productive, and cost-effective guard operations.

Since implementing TrackTik, Yale dispatchers can now locate the closest available officer within seconds using GPS technology. Officers receive instant alerts on their smartphones with all the details they need to respond. During the response, dispatchers watch the action unfold in real-time and provide accurate arrival estimates to the caller.

Management also gained the ability to run detailed reports on the back end. They can easily track how many building checks occur each month, review officer logs, and measure exactly how long specific tasks take to complete.

About Trackforce

Trackforce is home to the TrackTik security management software platform that helps organizations track, monitor, and analyze security operations in real time. The platform unifies field operations and back-office management to streamline incident reporting, dispatching, and guard tours. By leveraging mobile technology and real-time data, TrackTik helps security teams increase productivity, improve visibility, and deliver exceptional service.



OVERALL EXPERIENCE

With TrackTik, Yale University modernized its security dispatch operations on a single unified platform. The transition from two-way radios to advanced smart devices gave the security team full visibility over their campus. This technology upgrade allowed the department to improve response times, boost operational efficiency, and provide better protection for the Yale community.

“Our clients no longer make decisions based on assumptions or isolated reports. With real-time visibility into both security systems and guard activity, they can make decisions based on actual data.”

Lisette Delgado,
Public Safety Security Manager,
Yale University

