

# RAYSECUR CASE STUDY

SOLUTION: DAY 1, PRIMARY, IOT

INDUSTRY: SECURITY, THREAT DETECTION

## RaySecur Partners with ACS to Deliver Remotely Managed LTE for Threat Detection.



### CUSTOMER OVERVIEW

RaySecur, the leader in real-time 3D, T-ray security imaging, is revolutionizing concealed threat detection with MailSecur. Fortune 500 companies, government agencies, and heads of state trust RaySecur to keep them safe from hidden threats. MailSecur is the first desktop T-ray screening system designated by the DHS under the Safety Act.

“Of all of the vendors I’ve worked with, I’ve never had one more responsive than ACS.”

-William Plummer, Chief Security Officer  
RaySecur, Inc.

### SUCCESS AT A GLANCE

#### CHALLENGES

As RaySecur deployed their MailSecur T-ray screening solution at government, corporate sites, and correctional facilities, they quickly realized that traditional internet and physical access to their devices were often restricted, making it challenging to manage and maintain their devices remotely.

#### SOLUTION

Always Connect Solutions (ACS) devised a secure, preconfigured LTE networking solution tailored to RaySecur’s specifications. Leveraging the advanced capabilities of Cradlepoint routers and ACS data plans, this solution, as part of MailSecur deployments, ensures uninterrupted network access while adhering to the client’s strict security requirements.

#### RESULTS

RaySecur’s ability to remotely view threat analysis and manage machine functionality significantly reduced logistics, network management and troubleshooting costs, especially in locations with restricted physical access to their machines.

## BACKGROUND AND CHALLENGES

In today's landscape, where threats via mail are increasingly common, companies from sectors like finance, tech, pharmaceuticals, and manufacturing face the challenge of ensuring the safety of their personnel and operations. RaySecur® has become a trusted ally for these organizations by offering an advanced mail-screening solution. The MailSecur® system leverages cutting-edge T-ray imaging to provide live, 3D video of the inside contents of sealed mail and small parcels to detect the most well-concealed substances.

However, as RaySecur deployed their systems in various settings, from corporate offices to correctional facilities, they encountered a significant obstacle: network connectivity often wasn't available, preventing remote access to the MailSecur system. Regular changes in passwords and firewalls, coupled with the apprehension of IT teams about external equipment on their network, meant that the



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Every time we had a problem, ACS not only had all the answers, but were proactively solving for any future challenges that may arise. The team solved our challenges quickly and scaled with us.

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**-William Plummer**  
Chief Security Officer  
RaySecur, Inc.

RaySecur support team relied upon emails and phone calls to conduct troubleshooting and maintenance. In 2019, RaySecur was seeking a reliable and scalable networking solution for their unique deployment environments. Their search led them to Cradlepoint and ACS, Cradlepoint's preferred partner. RaySecur needed a solution that would allow their machines to be always online, reliable, and independent of client networks, especially since physical access to devices for troubleshooting was often impossible.

## SOLUTION

RaySecur was not just looking for a vendor but a partner who could simplify the complexities of LTE networking and provide tailored solutions for their unique challenges. After in-depth conversations regarding needs and requirements, ACS designed a secure, preconfigured, and customized LTE networking solution. This solution leveraged the

advanced capabilities of the Cradlepoint IBR200 static devices and ACS flexible data plans. These solutions provided RaySecur with fast network availability for on-demand video streaming, SIM card management, and global data options, with a primary, day-1 connection. With a reliable network in place, RaySecur was able to detect contraband in sensitive environments like prisons and corporate settings for a variety of mail-based threats such as powders, liquids, and IEDs in real time. ACS removed the delays, complexities, and frustrations of typical cellular deployments.

## RESULTS

The partnership with Always Connect Solutions significantly impacted RaySecur's operations. ACS customized the devices and data plans, ensuring that each solution met the specific needs of each deployment location. RaySecur said ACS was highly responsive, scaling with their global expansion,



I was a guy who knew little to nothing, about LTE networking, the acronyms or language. ACS took the time to answer all my questions and provide invaluable training on device and data management.



**-William Plummer**  
Chief Security Officer  
RaySecur, Inc.

and helped them overcome their most significant challenges. The ability to remotely view threat analysis and manage machine functionality was a game-changer, especially in locations with restricted physical access to their machines. When asked why they would recommend Always Connect Solutions, RaySecur didn't hesitate: Customer service. The relationship built with the ACS team was not just transactional but personal. Knowing that a quick phone call to ACS meant immediate assistance, problem resolution, and a friendly conversation, was invaluable. The confidence of having a partner who would say, "I'll take care of it, go ahead and do what you're doing, and I'll fix it behind the scenes," made all the difference in the world.